

SOUTHERN UNIVERSITY REQUEST FOR PROPOSAL

LEASE OF SPACE FOODSERVICE OPERATIONS



Solicitation Number: 50016-10333

Proposal Opening Date: April 30, 2025

Proposal Opening Time: 3:00 pm

Issuing Department:	Linda Antoine, Director Purchasing Department (SUBR)
RFP Coordinator:	LaTonya Green-Jones, Director Auxiliary Services (SUBR)

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1. Part 1: Administrative and General Information

1.0 Purpose

The purpose of this Request for Proposal (RFP) is to obtain competitive proposals as allowed by Louisiana Revised Statute 17:3361 (A) from bona fide, qualified Proposers who are interested in providing management services to all campus foodservices at the Baton Rouge Campus, New Orleans Campus, and Shreveport Campus associated with Southern University campus in Baton Rouge, LA.

1.1 Goals and Objectives

Southern University desires to lease campus dining services facilities and associated dining, catering, retail food and sundry sales for the Baton Rouge, New Orleans, and Shreveport campuses. The University seeks an experienced business partner who will provide dining programs that support and sustain the overall goals of the University. SU desires to partner with a financially sound firm which strives to prioritize the needs of our students first and is creative, innovative, takes pride in its customer service, and strives for excellence in all areas of its endeavors. This firm shall partner with the University to maximize revenue, control costs, and provide exceptional products and service to students, faculty, staff, and visitors. This firm shall provide and maintain a diverse selection of quality menu items, menus supportive of the USDA Dietary Guidelines, convenient hours, friendly, efficient customer service and price value. The University is interested in receiving creative proposals which will ensure assignment of top rate managers, leading edge marketing, the highest quality food, flexibility in adapting to changing students' tastes and catering needs, competitive prices, and commitment to delivering outstanding customer service value. The service areas in Southern University's comprehensive Campus Dining Program include: Residential Dining, Retail Dining, and Catering. No alternates will be accepted.

1.2 Background

More than 140 years ago, three delegates to the Louisiana State Constructional Convention presented a vision for an institution of higher learning that would serve anyone — particularly Black Americans — who desired to further their education. As a result, in 1880, Legislative Act 87 called for a 12-member Board of Trustees and for a faculty of “arts and letters” competent in every branch of liberal education.

That vision — presented by P.B.S. Pinchback, T. T. Allain, T. B. Stamps, and Henry Demas — became a reality when Southern University opened its doors in New Orleans that same year with a budget appropriation of \$10,000 and 12 students. It was subsequently relocated in 1912 by order of Legislative Act 118, placing the university in a rural area of Scotlandville, Louisiana. Receiving a portion of a \$50,000 national land-grant appropriation in 1914, the “new” Southern University opened in this part of Baton Rouge, the capital of the state. Throughout the 20th Century and beyond, the university has made great strides.

Southern University is a trailblazer in the higher education community. With more than 30 academic programs awarding bachelor's, master's, and doctoral degrees, and representation from more than 20 countries, Southern University is a melting pot for culture, education, and service. Its arts, nursing, engineering, computer science and business programs, among others, continue to grow to become among the best in the state and nation. The university's athletic programs have witnessed a resurgence and its world-acclaimed marching band — the Human Jukebox — is inarguably one of the most elite college marching bands in the nation.

Southern is also a leader in economic and workforce development on local, state, and national levels. Recent projects and collaborations include a partnership with energy company Entergy to support classroom and lab infrastructure improvements to increase the number of minority engineers; partnership with international technology company DXC, which aims to expand the number of degrees awarded annually in computer science, management, and STEM-related fields; continued relationships with Fortune 500 companies and government agencies such as NASA, and the establishment of the Valdry Center for Philanthropy, which offers programming in the philanthropic and nonprofit fields.

Southern University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools. It is part of the five-campus Southern University System, the only historically Black university system in the nation.

1.2.1 **UNIVERSITY INITIATIVES**

Southern University has been actively working on various initiatives to improve the overall experience for its students.

See link for master plan: https://www.sus.edu/assets/sus/SU_Board/2021-SU-Master-Plan-1.pdf

1.2.2 **UNIVERSITY DINING SERVICES**

The dining services program at Southern University is comprehensive, encompassing the following functional areas for each location:

- ◆ Residential Dining
- ◆ Retail Dining
- ◆ Catering

Southern University Dining Services provides customer-oriented eateries featuring a variety of menu choices that offers students quality, value, convenience, and excitement. Dining Services provides food and beverage services for all catering venues on campus.

Southern University conducts dozens of large events on campus annually for alumni, parents, community members, and donors. The thousands of guests attending these events enjoy Southern University's on-campus food and beverage services. Large events include but are not limited to:

- ◆ Homecoming
- ◆ Graduation
- ◆ Career Fairs

- ◆ Jaguar Preview
- ◆ University recognition programs

1.2.3 **CATERING**

Southern University expects the Contractor to provide the very finest catering program to the University community on each campus. Southern University has a robust catering program. Catering is seen as an opportunity for Southern University to put its best foot forward to the community and its alumni. Catering events on each campus range from coffee breaks, pizza, and sandwich delivery to formal receptions and dinners. All new catering business must be approved by the University in advance of any commitments or bookings that arise on each campus.

There will be four tiers of customers:

- 1) Presidential - Presidential service level events on campus and/or any formal events that require premium catering services.
- 2) Day-to-Day Delivery – Delivery service could include any group on campus that requires meals for breakfast, lunch, or dinner.
- 3) Pick-Up Service - Pick-up service could provide a static menu of items that are available for daily pick-up, this option helps reduce overhead and cost for the customer.
- 4) Student Friendly Options – Student friendly options could provide students with a static menu of budget friendly items that are appropriate for student groups, events, etc.

The Contractor must demonstrate their knowledge, experience, and capability necessary to meet the University's full range of catering needs which include:

- ◆ Breakfast Buffets
- ◆ Lunch on the Go
- ◆ Luncheon Buffets
- ◆ Afternoon Break
- ◆ Hot and Cold Hors D'Oeuvres
- ◆ Carving Stations
- ◆ Plated Dinner Selections
- ◆ BBQ

Catered events will feature fresh food (no canned food).

Contractor will be responsible for training catering service staff members regarding catering policies and procedures to ensure that orders are correct and delivered on time and that customer service levels are always high.

The Contractor will have the right of first refusal for catered events on campus.

The Contractor will not be permitted to assess late charges on invoices for events modified or booked on short notice.

The Contractor will be responsible for obtaining a University Purchase Order prior to providing services for events. Exceptions allowed for requests from the President's Office. Failure to obtain a Purchase Order will result in a financial penalty of \$50.00 per occurrence. The Contractor will be responsible for obtaining University signature and account code on all University sponsored event bills prior to submission to the University's Accounts Payable department. The Contractor will provide a detailed and itemized invoice to the University's Accounts Payable department.

The Contractor works with the University to ensure the following at the Baton Rouge Landmass, New Orleans and Shreveport campuses:

- ◆ Continually evaluate the catering service and prices against those offered by off-campus catering companies to ensure that they are in line with the marketplace and to ensure that Southern University catering customers have a positive perception of the campus's catering services. Contractor will perform an annual market basket comparison with local area competition to make sure that the catering pricing is competitive and in line with local offerings.
- ◆ Seek regular feedback from its customers in order to continually identify opportunities and overcome challenges before they become serious issues.
- ◆ Continually monitor catering staffing resources to ensure that they are fully staffed at all times, especially during peak service times such as homecoming, graduation, and other milestone events throughout the academic year.

Contractor will be responsible for maintaining a flexible and customizable catering webpage and web-based app for each campus, with the ability for the customer to place orders online and have a confirmation method connected to it.

Contractor will be responsible for product purchase, preparation, set-up, delivery, decoration, clean-up, and billing of all catered events.

Contractor must make the catering event booking as close to a one step process for the customers as possible. Room reservation must be coordinated with Southern University personnel on each campus.

The Contractor will be expected to provide cost efficient menu items which are competitive to local area options.

All equipment rentals include but are not limited to:

- ◆ China dishware
- ◆ Linen
- ◆ Utensils
- ◆ Drapes
- ◆ Tableware will be the responsibility of the Contractor to procure.

1.2.4 **SOUTHERN UNIVERSITY ATHLETICS**

The primary purpose of the athletics program is to provide opportunities for student athletes to achieve personal growth and development through a combination of intercollegiate athletic competition and academics. The program offers student athletes the opportunity to realize educational goals and to benefit from athletic competition on a national level.

The Athletics Department holds the philosophy that the athlete's most important tasks are pursuit

of personal growth through academic work, team experiences, and ethical responsibility. The department strives to maintain outstanding athletic programs conducted in a manner that sets an example for good sportsmanship. The department recognizes that its primary commitment is education of the student athlete and, to this end, extends academic assistance. Under the auspices of the University, the Athletics Department offers grants-in-aid to qualifying student athletes, enabling them to pursue both academic and athletic goals.

The Athletics Department provides the guidance necessary for an exemplary and competitive athletics program that is beneficial to students, faculty and staff, administration, alumni, and community. All activities, operations, and decisions of the Athletics Department are guided by principles of equal opportunity and nondiscrimination.

Athletic Venue Catering:

Southern University offers catering services for events held at the athletic venues listed below. Whether it's a pre-game meal or a post-game celebration, the catering team should provide a variety of options to fit any occasion. From hot dogs and burgers to upscale hors d'oeuvres and entrees, the catering team should have the ability to create a customized menu to meet the needs of the event.

Baton Rouge:

- ◆ F.G. Clark Activity Center
- ◆ A.W. Mumford Stadium
- ◆ Lee-Hines Stadium
- ◆ Jaguar Park
- ◆ Clifford Seymour Gymnasium
- ◆ Lady Jaguar Field

New Orleans:

- ◆ The Castle
- ◆ Weight Room
- ◆ Tennis Court

Shreveport:

- ◆ Vance Student Activity Center

1.2.5 **SUMMER CAMPS**

The athletic program at Southern University offers a variety of summer camps for students of all ages and skill levels. These camps provide a unique opportunity for students to improve their athletic abilities and learn from experienced coaches in a fun and supportive environment.

The following sports are offered at Southern University's summer camps:

- ◆ Football
- ◆ Basketball
- ◆ Softball
- ◆ Baseball
- ◆ Volleyball

- ◆ Soccer
- ◆ Track and Field
- ◆ Cross Country

Each camp is tailored to the specific sport and age group, with a focus on skill development, teamwork, and sportsmanship.

Southern University also offers Academic and Enrichment Camps. The Proposer shall agree to operate the summer dining service program according to needs established by Southern University. Summer operations include daily meals for administrators, faculty, staff and summer students, as well as all summer conference groups. Summer operations begin as soon as resident students leave for summer break (typically last week of May) and until their return (typically first week of September).

1.2.6 **POURING RIGHTS**

The University has a beverage contract with Coca-Cola. Proposer is bound by the terms and conditions of the Coca-Cola agreement, copies of which may be obtained upon request to the University. Proposer will be bound by any subsequent exclusive beverage vending relationships established by the University.

1.2.7 **VENDING**

The University has a contract with a snack food vending provider, copies of which may be obtained upon request to the University. Proposer will be bound by any subsequent exclusive snack vending relationships established by the University.

1.2.8 **CONCESSIONS**

The Contractor shall be the non-exclusive provider of concession-style food, snack items, and beverages during intercollegiate athletic events and other university approved events.

Contractor shall be the non-exclusive provider of concessions for intercollegiate athletic events, except where corporate sponsorship agreements between the university or its affiliate(s) and third-party food vendors provide for said vendors to sell and promote products consistent with the vendors menu or market niche and all catering campus wide. The Contractor may, by mutual agreement with the University, be authorized to offer concession services at other University venues and events not associated with intercollegiate athletic programs.

1.2.9 **ADMINISTRATION OF CAMPUS DINING SERVICES**

The Contract Administrator will have administrative responsibility for all campus foodservices inclusive of all foodservice marketing and all health & safety reporting under any contract awarded from the RFP process. The University President or their designee shall serve as the foodservice Contract Administrator along with other staff that may be deemed appropriate to be responsible for administering this contract on a day-to-day basis on behalf of Southern University. Any major proposed changes to the foodservice program or contract, including but not limited to, days and hours of operation of foodservice venues, pricing, and major staffing, shall be approved in writing by the University President's office or designee. Regarding meal plans, the University maintains all policies and procedures relating to the meal plan structure and rates.

The administration of the contract will include, but not be limited to, the following:

- ◆ Reviewing and directing the foodservice Offeror
- ◆ Monitoring the financial performance of all foodservice outlets and programs
- ◆ Verification mechanism in place to assure accurate financial reporting and payment
- ◆ Overseeing physical plant requirements such as equipment replacement, capital improvement projects, and alternative space improvements
- ◆ Reviewing the annual budget for the University's foodservice-related income from meal plans, cash, catering sales, and special events
- ◆ Reviewing service and quality levels delivered to the students, faculty, and staff
- ◆ Customer service satisfaction monitoring
- ◆ Daily operational contractual adherence
- ◆ Work with the Campus Director of Foodservice to identify, cure, and modify aspects of the program as they become necessary. Offerors must demonstrate in their proposal their process for accommodating University changes.
- ◆ Represent the University in all matters including, but not limited to: Operations, University's expectations of the Contractor, reporting operational and financial performance, and University's requests of the Contractor in an effort to ensure quality assurance standards are being met.
- ◆ Quality assurance needs. Contractor agrees to allow access to all dining locations on campus for the execution of quality assurance as determined by Southern University.

1.3 Term of Contract

Southern University desires to enter into an agreement for a food service lease as allowed according to LA R.S. 17:3361 (A). The initial lease period will be for ten (10) years beginning July 1, 2025, or shortly thereafter and ending June 30, 2035. The lease may be extended for variable additional periods by mutual agreement of the parties not to exceed a total lease term of twenty (20) years.

1.4 Definitions

Whenever used in the Contract Documents (defined below), or in related documents, the terms or pronouns used in place of them shall be defined as follows:

- A. Agency- Any department, commission, council, board, office, bureau, committee, institution, agency, government, corporation, or other establishment of the executive branch of the State of Louisiana authorized to participate in any contract resulting from this RFP.
- B. Contract – A legal binding agreement between the State and the awarded Contractor(s).
- C. Contractor – Any person having a contract with a governmental body. For sections of this RFP outlining required actions of a Contractor, the Contractor should be understood to refer to the successful Proposer responding to this RFP.
- D. Discussions- For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.
- E. May - The term denotes an advisory or permissible action per La. R.S. 39:1556(33).

- F. Must - The term denotes mandatory requirements.
- G. Proposal – A submission by the Proposer to enter into a Contract with the State to supply and support the products and/or services described, in accordance with the RFP specifications.
- H. Proposer – A firm, venture or individual who responds to this RFP. The successful Proposer responsive to this RFP is also described as the Contractor in this document.
- I. Shall – The term denotes mandatory requirements per La. R.S. 39:1556(52).
- J. Should – The term denotes a desirable action.
- K. State- The State of Louisiana.
- L. University – Southern University

1.4.1 **Acronyms**

- A. DOA – Division of Administration
- B. OSP – Office of State Procurement
- C. RFP – Request for Proposal
- D. SU – Southern University
- E. SUS – Southern University System
- F. SUBR – Southern University Baton Rouge
- G. SUSLA – Southern University Shreveport Louisiana
- H. SUNO - Southern University New Orleans
- I. SUAREC – Southern University Agriculture and Research Extension Center
- J. SULS – Southern University Laboratory School
- K. SULC – Southern University Law Center
- L. SU Landmass – To include: Southern University Baton Rouge, SU Law Center, and Southern University Agriculture and Research Extension Center. Southern University Laboratory School may also be considered.

1.5 Schedule of Events

Deadline	Date
RFP posted to LaPAC; Blackout Period Begins Post in Advocate	March 2, 2025 March 3, 2025, March 10, 2025 & March 17, 2025
Mandatory Pre-Proposal Conference & Site Visit – SUBR, SUNO, and SUSLA	SUBR 3/24/25 10 am, SUNO 3/25/25 10 am & SUSLA 3/26/25 1:00 am
Deadline to submit written inquiries	April 7, 2025 by 5:00 pm
Deadline to answer written inquiries	April 17, 2025 by 5:00 pm
Proposal Submission Deadline	April 30, 2025 @ 3:00 pm
Oral discussion with Proposers	TBS
Best and Final Offer with Proposers	TBS
Notice of Intent to Award to be issued	TBS
Contract Initiation	TBS

1.6 Proposal Submittal

This RFP is available in electronic form at the LaPAC website:
<https://www.cfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>.

It is available in PDF format or in printed form by submitting a written request to the University's contact person for this RFP. Contact information for the RFP Contracting Officer is provided in **Section 1.11.2** of this RFP.

It is the Proposer's responsibility to check the Office of State Procurement LaPAC website frequently for any possible addenda that may be issued. Southern University is not responsible for a Proposer's failure to download any addenda documents required to submit a response to this Request for Proposal.

Proposers are hereby advised that the U. S. Postal Service does not make deliveries to our physical location.

BIDS MAY BE SENT BY MAIL OR HAND-DELIVERED TO:

Bids should be mailed to:

**Southern University
Purchasing Department
Post Office Box 9534
Baton Rouge, Louisiana 70813**

As an alternative, bids may be hand delivered to:

**Southern University
Purchasing Department
1st Floor East-James L. Prestage Drive
J. S. Clark Administration Building
Baton Rouge, Louisiana 70813**

Electronic Submittal

Use link to submit electronic proposal: (additional copies are still required)

<http://www.sus.edu/bidcertification>

If delivering by U.S. Postal Service to the P.O. Box listed above, please allow sufficient time for the mail to then be transmitted to the Purchasing Department. Southern University Purchasing Department must receive the proposal at its physical location by the date and time specified in **Section 1.5 Schedule of Events**, of this RFP.

Important - - Clearly mark outside of envelope, box or package with the following information and format:

- **Proposal Name: *Lease of Space for Food Service Operations***
- **File/Proposer Number: 50016-10333**
- **Proposal Opening Date and Time: April 30, 2025 @ 3:00 pm**

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. The Purchasing Department is not responsible for any delays caused by the Proposer's chosen means of proposal delivery. Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal.

All proposals shall be received in hard copy (printed) form by Southern University Purchasing office **no later than the date and time shown in the Schedule of Events.**

NOTE: FAX OR EMAIL SUBMISSIONS ARE NOT ACCEPTABLE.

PROPOSALS SHALL BE OPENED PUBLICLY AT THE PHYSICAL LOCATION IDENTIFIED ABOVE AND ONLY THE NAME OF THE PROPOSERS SUBMITTING PROPOSALS SHALL BE IDENTIFIED ALOUD. NO OTHER INFORMATION CONTAINED IN THE PROPOSAL SHALL BE RELEASED OR DISCLOSED.

1.7 Proposal Response Format

Proposals submitted for consideration should follow the format and order of presentation described below. **Attachment 9: Mandatory Response Form-Financial Summary MUST be the first page of the proposal submitted. Following Attachment 9 should be the following:**

- A. **Cover Letter:** The cover letter should be submitted on the Proposer's official business letterhead and should exhibit the Proposer's understanding and approach to the project. It should contain

a summary of Proposer's ability to perform the services described in the RFP and confirm that Proposer is willing to perform those services and enter into a contract with the State.

ATTENTION: Please indicate in the Cover Letter which of the following applies to the signer of the proposal. Evidence of signature authority shall be provided upon the State's request.

1. The signer of the proposal is either a corporate officer who is listed on the most current annual report on file with the Secretary of State or a member of a partnership or partnership in commendam as reflected in the most current partnership records on file with the Secretary of State. **A copy of the annual report or partnership record must be submitted to the Office of State Procurement before contract award.**
2. The signer of the proposal is a representative of the Proposer authorized to submit the proposal as evidenced by documents such as, corporate resolution, certification as to corporate principal, etc. **If this applies a copy of the resolution, certification or other supportive documents should be attached to the Cover Letter.**
3. The Proposer has filed with the Secretary of State an affidavit or resolution or other acknowledged/authentic document indicating that the signer is authorized to submit proposals for public contracts. **A copy of the applicable document must be submitted to the Office of State Procurement before contract award.**
4. The signer of the proposal has been designated by the Proposer as authorized to submit proposals on the Proposer's vendor registration on file with the Office of State Procurement.

The cover letter should also:

- Identify the submitting Proposer and provide their federal tax identification number;
- Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer;
- Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period.

- B. **Table of Contents:** Organized in the order cited in the format contained herein.
- C. **Proposer Qualifications and Experience:** History and background of Proposer, financial strength and stability, related services provided to government entities, existing customer satisfaction, volume of merchants, etc.
- D. **Proposed Solution/Technical Response:** Illustrating and describing proposed technical solution and compliance with the RFP requirements. The Proposer's proposal response should give detailed responses to all the requirements and not just include a response of Yes and/or No.
- E. **Innovative Concepts:** Presentation of innovative concepts, if any, for consideration.
- F. **Project Schedule:** Detailed schedule of implementation plan for pilot (if applicable) and full statewide or agency implementation. This schedule is to include implementation actions, timelines, responsible parties, etc.
- G. **Financial Proposal:** Proposer's fees and other costs, if any, shall be submitted in accordance

with **Section 2.6.2** and any detail related to Attachment 9: Mandatory Response Form-Financial Summary of this RFP. Prices proposed shall be firm for the duration of the contract (*unless there is some provision in the RFP for price escalation*). This financial proposal shall include any and all costs the Contractor wishes to have considered in the contractual arrangement with the University.

The hard copy (printed) submission of the Financial Proposal should be packaged and sealed separately from the Technical Proposal and should be clearly marked as “FINANCIAL PROPOSAL”.

1.8 Number of Response Copies

Each Proposer shall submit one (1) signed original response.

Each Proposer should also submit the following:

- Six (6) additional copies of the proposal
- One (1) redacted copy of proposal, if applicable (See **Section 1.11** of this RFP)
- One (1) “searchable” electronic copy of proposal on one (1) separate USB flash drive. The searchable electronic copy should be provided as one (1) file.
- One (1) electronic redacted copy of proposal uploaded to LaPAC, and on a USB flash drive, if applicable (See **Section 1.11** of this RFP). The electronic redacted copy should be provided as one (1) file.
 - o **Use link to submit electronic proposal: (above documents are still required)**
<http://www.sus.edu/bidcertification>

1.9 Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered in as much detail as practicable. The Proposer’s response is to demonstrate an understanding of the requirements. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer’s ability to meet the requirements of the RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

1.10 Confidential Information, Trade Secrets, and Proprietary Information

The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. **The financial proposal will not be considered confidential under any circumstance.** Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection. Proposers are reminded that while trade secrets and other proprietary information they submit in conjunction with this procurement may not be subject to public disclosure, protections must be claimed by the Proposer at the time of submission of its Technical Proposal. Proposers should

refer to the Louisiana Public Records Act for further clarification.

The Proposer shall clearly designate the part of the proposal that contains a trade secret and/or privileged or confidential proprietary information as “confidential” in order to claim protection, if any, from disclosure. The Proposer shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of the legend:

“The data contained in pages ___ of the proposal have been submitted in confidence and contain trade secrets and/or privileged or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this Proposer as a result of or in connection with the submission of this proposal, the State of Louisiana shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit the State of Louisiana’s right to use or disclose data obtained from any source, including the Proposer, without restrictions.”

Further, to protect such data, each page containing such data shall be specifically identified and marked “CONFIDENTIAL”.

If the Proposer’s response contains confidential information, the Proposer should also submit a redacted copy of their proposal along with their original proposal. When submitting the redacted copy, the Proposer should clearly mark the cover as such - “REDACTED COPY” - to avoid having this copy reviewed by an evaluation committee member. The redacted copy should also state which sections or information has been removed. The proposer should also submit one (1) electronic redacted copy of its proposal on a USB flash drive. The redacted copy of the proposal will be the copy produced by the State if a competing proposer or other person seeks review or copies of the Proposer’s confidential data.

If the Proposer does not submit the redacted copy, it will be assumed that any claim to keep information confidential is waived.

Proposers must be prepared to defend the reasons why the material should be held confidential. By submitting a proposal with data, information, or material designated as containing trade secrets and/or privileged or confidential proprietary information, or otherwise designated as “confidential”, the Proposer agrees to indemnify and defend (including attorney’s fees) the State and hold the State harmless against all actions or court proceedings that may ensue which seek to order the State to disclose the information.

The State reserves the right to make any proposal, including proprietary information contained therein, available to OSP personnel, the Office of the Governor, or other State Agencies or organizations for the sole purpose of assisting the State in its evaluation of the proposal. The State shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.

Additionally, any proposal that fails to follow this section and/or La. R.S. 44:3.2.(D)(1) shall have failed to properly assert the designation of trade secrets and/or privileged or confidential proprietary information and the information may be considered public records.

1.11 Proposal Clarifications Prior to Submittal

1.11.1 MANDATORY Pre-Proposal Conference & Site Visit

A MANDATORY pre-proposal conference and site visits will be held at below campuses. Prospective Proposers may participate in the conference to obtain clarification of the requirements of the RFP and to receive answers to relevant questions. Any firm intending to submit a proposal should have at least one duly authorized representative attend the Pre-proposal Conference & Site Visit.

Location: Southern University-Baton Rouge (SUBR)
James L. Prestage Drive
Purchasing Department-1st Floor East
J.S. Clark Administration Building
Baton Rouge, LA 70813
Office Phone: 225-771-2804 or 225-771-4587
Date: March 24, 2025 @ 10:00 am

Location: Southern University-New Orleans (SUNO)
Emmitt Bashful Bldg. (Administration Bldg.)
6400 Press Drive-Third Floor Room #311
New Orleans, LA 70126
Office Phone: 504-286-5020
Date: March 25, 2025 @ 10:00 am

Location: Southern University at Shreveport (SUSLA)
Finance and Administration
3050 Martin Luther King Jr Dr
Shreveport LA 71107
Office Phone: 318-670-9317
Date: March 26, 2025 @ 10:00 am

Although impromptu questions will be permitted and spontaneous answers will be provided during the conference, the only official answer or position of the State will be stated in writing in response to written questions via an addendum to this RFP.

1.11.2 Proposer Inquiry Periods

The University shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of our agency customers. The University reasonably expects and requires *responsible and interested* Proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

An inquiry period is hereby firmly set for all interested Proposers to perform a detailed review of the RFP documents and to submit any written inquiries relative thereto. *Without exception*, all inquiries MUST be submitted in writing by an authorized representative of the Proposer, clearly cross-referenced to the relevant solicitation section (even if an answer has already been given to an oral question during the Pre-proposal conference). All inquiries must be received by the Inquiry Deadline date set forth in **Section 1.6 Schedule of Events** of this RFP. Only those

inquiries received by the established deadline shall be considered by the University. Inquiries received after the established deadline shall not be entertained.

Inquiries concerning this solicitation shall be delivered to the University's contact person for this RFP, by mail or email to linda.antoine@sus.edu.

Inquiries should be mailed to:
Southern University
Purchasing Department
Post Office Box 9534
Baton Rouge, Louisiana 70813

As an alternative, Inquiries may be hand delivered to:
Southern University
Purchasing Department
1st Floor East-James L. Prestage Drive
J. S. Clark Administration Building
Baton Rouge, Louisiana 70813

Email: linda.antoine@sus.edu

Use link to submit electronic Inquiries: <http://www.sus.edu/bidcertification>

Only the person identified above or their designee has the authority to officially respond to Proposer's questions on behalf of the State, including during the Blackout Period. Any communications from any other individuals are not binding to the State.

An addendum will be issued and posted at the Office of State Procurement LaPAC website, to address all inquiries received and any other changes or clarifications to the solicitation. Thereafter, all RFP documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum. No negotiations, decisions, or actions shall be executed by any Proposer as a result of any oral discussions with any State employee or State consultant. It is the Proposer's responsibility to check the LaPAC website frequently for any possible addenda that may be issued. The Office of State Procurement is not responsible for a Proposer's failure to download any addenda documents required to complete a Request for Proposal.

Any person aggrieved in connection with the solicitation or the specifications contained therein, has the right to protest in accordance with La. R.S. 39:1671. Such protest shall be made in writing to Southern University's Director of Purchasing at least two (2) days prior to the deadline for submitting proposals.

Note: LaPAC is the State's online electronic bid posting and notification system resident on the Office of State Procurement website [<http://www.doa.la.gov/Pages/osp/Index.aspx>]. In that LaPAC provides an immediate e-mail notification to subscribing Bidders/Proposers that a solicitation and any subsequent addenda have been let and posted, notice and receipt thereof is considered formally given as of their respective dates of posting.

To receive the e-mail notification, Vendors/Proposers must register in the LaGov portal. Registration is intuitive at the following link:

https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?quest_user=self_reg

Help scripts are available on OSP website under vendor center at:

<http://www.doa.la.gov/Pages/osp/vendorcenter/regnhelp/index.aspx>

1.11.3 **Blackout Period**

The Blackout Period is a specified period of time during a competitive sealed procurement process in which any Proposer, Bidder, or its Agent or Representative, is prohibited from

communicating with any University employee or Contractor of the University involved in any step in the procurement process about the affected procurement. The Blackout Period applies not only to University employees, but also to any Contractor of the University. "Involvement" in the procurement process includes but may not be limited to project management, design, development, implementation, procurement management, development of specifications, and evaluation of proposals for a particular procurement. All solicitations for competitive sealed procurements will identify a designated contact person, as per **Section 1.12.2** of this RFP. All communications to and from potential Proposers, Bidders, Vendors and/or their representatives during the Blackout Period must be in accordance with this solicitation's defined method of communication with the designated contact person. The Blackout Period will begin upon posting of the solicitation. The Blackout Period will end when the contract is awarded.

In those instances in which a prospective Proposer is also an incumbent Contractor, the University and the incumbent Contractor may contact each other with respect to the existing contract only. Under no circumstances may the University and the incumbent Contractor and/or its representative(s) discuss the blacked-out procurement.

Any Bidder, Proposer, or University Contractor who violates the Blackout Period may be liable to the University in damages and/or subject to any other remedy allowed by law. Further, failure to comply with these requirements may result in the Proposal's disqualification.

Any costs associated with cancellation or termination will be the responsibility of the Proposer or Bidder.

Notwithstanding the foregoing, the Blackout Period shall not apply to:

1. A protest to a solicitation submitted pursuant to La. R.S. 39:1671;
2. Duly noticed site visits and/or conferences for Bidders or Proposers;
3. Oral presentations during the evaluation process; or
4. Communications regarding a particular solicitation between any person and staff of the procuring agency provided the communication is limited strictly to matters of procedure. Procedural matters include deadlines for decisions or submission of proposals and the proper means of communicating regarding the procurement but shall not include any substantive matter related to the particular procurement or requirements of the RFP.

1.11.4 Errors and Omissions in Proposal

The University will not be liable for any errors or omissions in the proposal. Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The University reserves the right to make corrections or clarifications due to patent errors identified in proposals by the University or the Proposer. The University, at its option, has the right to request clarification or additional information from the Proposer.

1.11.5 Proposal Guarantee

Proposals must be made in the official name of the firm or individual under which business is conducted (showing an official business address); be signed by a person or persons authorized to legally bind the person, partnership, company or corporation submitting the proposal; and be accompanied by a refundable proposal security deposit of \$15,000 via certified or cashier's check or proposal bond written by a company licensed to do business in Louisiana.

1.11.6 Performance Bond

Successful Proposer shall be required to furnish a performance (surety) bond for each campus. The amount will be determined during contract negotiations for the period the contract is in effect. The Bond should be made payable to Southern University. Any performance bond furnished shall be written by a surety or insurance company currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A-:VI rating or higher in the latest printing of the A.M. Best's Key Rating Guide or by an insurance company that is either domiciled in Louisiana or owned by Louisiana residents and is licensed to write surety bonds.

No surety or insurance company shall write a performance bond which is in excess of the amount indicated as approved by the U.S. Department of the Treasury Financial Management Service list or by a Louisiana domiciled insurance company with an A-:VI rating by A.M. Best up to a limit of 10 percent of policyholders' surplus as shown by A.M. Best; companies authorized by this Paragraph who are not on the treasury list shall not write a performance bond when the penalty exceeds 15 percent of its capital and surplus, such capital and surplus being the amount by which the company's assets exceed its liabilities as reflected by the most recent financial statements filed by the company with the Department of Insurance.

In addition, any performance bond furnished shall be written by a surety or insurance company that is currently licensed or authorized to do business in the State of Louisiana. The bond must be received within twelve (12) working days from the date of notification.

1.11.7 Changes, Addenda, Withdrawals

Southern reserves the right to change the Schedule of Events or issue Addenda to the RFP at any time. The University also reserves the right to cancel or reissue the RFP.

If the Proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the Proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

1.11.8 Withdrawal of Proposal

A Proposer may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the Proposer must be submitted to the University's Purchasing Department.

1.11.9 Material in the RFP

Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the University pursuant to the RFP.

1.11.10 Waiver of Administrative Informalities

The University reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

1.11.11 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by the University to award a contract. The University reserves the right to accept or reject any or all proposals submitted or to cancel this RFP if it is in the best interest of the University to do so. Further, the University reserves the

right to cancel or decline to enter into a contract with the successful Proposer at any time after the award is made and before the contract receives final approval from the University's Purchasing Department.

In accordance with the provisions of La. R.S. 39:2192, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any State felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, or the Louisiana Procurement Code under the provisions of Chapter 17 of Title 39.

In accordance with Louisiana law, all corporations (see La. R.S. 12:262.1) and limited liability companies (see La. R.S. 12:1308.2) must be registered and in good standing with the Louisiana Secretary of State in order to hold a purchase order and/or a contract with the State.

1.11.12 Ownership of Proposal

All materials submitted in response to this request become the property of the State. Selection or rejection of a response does not affect this right. All proposals submitted will be retained by the State and not returned to Proposers. Any copyrighted materials in the response are not transferred to the State.

1.11.13 Cost of Offer Preparation

The University is not liable for any costs incurred by prospective Proposers or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the State of Louisiana.

1.11.14 Non-negotiable Contract Terms

Non-negotiable contract terms include but are not limited to taxes, assignment of contract, audit of records, EEOC and ADA compliance, record retention, content of contract/order of precedence, contract changes, governing law, claims or controversies, and termination based on contingency of appropriation of funds.

1.11.15 Taxes

Any taxes, other than State and local sales and use taxes, from which the State is exempt, shall be assumed to be included within the Proposer's cost.

1.11.16 Proposal Validity

All proposals shall be considered valid for acceptance until such time an award is made unless the Proposer provides for a different time period within its proposal response. However, the State reserves the right to reject a proposal if the Proposer's acceptance period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

1.11.17 Prime Contractor Responsibilities

The selected Proposer shall be required to assume responsibility for all items and services offered in their proposal whether or not they produce or provide them. The State shall consider

the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

1.11.18 **Use of Subcontractors**

Each Contractor shall serve as the single prime Contractor for all work performed pursuant to its contract. That prime Contractor shall be responsible for all deliverables referenced in this RFP. This general requirement notwithstanding, Proposers may enter into subcontractor arrangements. Proposers may submit a proposal in response to this RFP, which identifies subcontract(s) with others, provided that the prime Contractor acknowledges total responsibility for the entire contract.

If it becomes necessary for the prime Contractor to use subcontractors, the State urges the prime Contractor to use Louisiana vendors, including small and emerging businesses, a small entrepreneurship or a veteran or service-connected disabled veteran-owned small entrepreneurship, if practical. In all events, any subcontractor used by the prime should be identified to the State Project Manager.

Information required of the prime Contractor under the terms of this RFP, is also required for each subcontractor and the subcontractors must agree to be bound by the terms of the contract. The prime Contractor shall assume total responsibility for compliance.

1.11.19 **Written or Oral Discussions/Presentations**

The University, at its sole discretion, may require all Proposers who submit proposals determined to be reasonably susceptible of being selected for the award to provide an oral presentation of how they propose to meet the agency’s objectives; however, the University reserves the right to enter into an Agreement without further discussion of the proposal submitted based on the initial offers received. The purpose of this presentation is to permit the Proposer to address follow-up questions posed to the Proposer as a result of the University’s review of the Proposer’s proposal.

Additionally, the University will conduct an interview with the Proposal’s intended General Manager candidate. Based on the Proposer’s presentation and General Manager candidate interview, the University will evaluate upon the following criteria:

Finalist evaluation forms are to be completed by Southern University to rank the general manager candidate’s overall qualifications to operate Southern University’s foodservice program on a daily basis.

- 5 – Exceptional
- 4 – Above Average
- 3 – Average
- 2 – Below Average
- 1 – Unsatisfactory

Evaluation Criteria	Rating				
	5	4	3	2	1

Higher Education Background: Does the candidate have the appropriate higher education qualifications for this position?					
Technical Qualifications: Has the candidate adequately described their ability to execute the technical requirements of food service in all cited areas?					
Verbal Communication: Did the candidate demonstrate effective communication skills in their presentation and between all members of the proposed team?					
Knowledge of Southern University: Did the candidate show evidence of adequately researching Southern University and present the information accordingly?					
Teambuilding/Interpersonal Skills: Did the candidate provide a comprehensive explanation of how they will maintain relationships with their company and Southern University?					

Customer Service: Did the candidate demonstrate through their presentation, a high proficiency in customer service skills/abilities?					
Overall Impression: From 1 (lowest) - 5 (highest) , rank the overall impression of this candidate.					

Total Score: _____

Any commitments or representations made by the Proposer during these discussions, if

conducted, may become formally recorded in the final contract.

Written or oral discussions/presentations for clarification may be conducted to enhance the University's understanding of any or all of the proposals submitted. Proposals may be accepted without such discussions.

1.11.20 **Acceptance of Proposal Content**

The mandatory RFP requirements shall become contractual obligations if a contract ensues. Failure of the successful Proposer to accept these obligations shall result in the rejection of the proposal.

1.11.21 **Independent Price Determination**

By submitting a proposal, the Proposer certifies that the price submitted was independently arrived at without collusion.

1.11.22 **Evaluation and Selection**

All responses received as a result of this RFP are subject to evaluation by the University Evaluation Committee for the purpose of selecting the Proposer most advantageous to the University with whom the University shall contract. **See Part III: Evaluation** for a breakdown of the scoring methodology that will be used in this process.

To evaluate all proposals, a committee whose members have expertise in various areas has been selected by the University. A consensus-based evaluation process shall be used to evaluate responses. This committee will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination.

The University Evaluation Committee may consult Subject Matter Expert(s) (SMEs) to serve in an advisory capacity regarding any Proposer or Proposal. Such input may include, but not limited to, analysis of Proposer financial statements, review of technical requirements, or preparation of cost score data.

Written recommendation for award shall be made to the University Director of Purchasing for the responsible Proposer whose proposal, conforming to the RFP, will be the most advantageous to Southern University, price and other factors considered.

The committee may reject any or all proposals if it is considered in the best interest of the University.

1.11.23 **Best and Final Offers (BAFO)**

The University reserves the right to conduct a BAFO with one or more Proposers determined by the committee to be reasonably susceptible of being selected for award. If conducted, the Proposers selected to participate will receive written notification of their selection, with a list of specific items to be addressed in the BAFO along with instructions for submittal. The BAFO negotiation may be used to assist the University in clarifying the scope of work or to obtain the most cost-effective pricing available from the Proposers.

The written invitation will not obligate the University to a commitment to enter into a contract.

1.11.24 **Contract Negotiations**

If for any reason, after final evaluation and issuance of the Intent to Award letter, the responsible Proposer whose proposal is most advantageous to the State's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the State may negotiate with the next most advantageous responsible Proposer.

Negotiation may include revision of any non-mandatory terms or conditions, and clarification of the scope of work and/or implementation of the most cost-effective pricing available from the Proposers.

1.11.25 **Contract Award and Execution**

The University reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received.

The RFP, including any addenda, and the proposal of the selected Contractor will become part of any contract initiated by the University.

Proposers are discouraged from submitting their own standard terms and conditions with their proposals. Proposers should address the specific language in this RFP and submit any exceptions or deviations the Proposer wishes to negotiate. The proposed terms will be negotiated before a final contract is executed. The State's mandatory terms and conditions including but not limited to those contained in **Section 1.11.23** of this RFP are not negotiable. If applicable, a Proposer may submit or refer to a Master Agreement entered into by the Contractor and the Office of State Procurement in accordance with La. R.S. 39:198(J).

If the contract negotiation period exceeds thirty (30) days or if the selected Proposer fails to sign the contract within **seven (7) calendar** days of delivery of it, the University may elect to cancel the award and award the contract to the next most advantageous responsible Proposer.

Award shall be made to the Proposer with the highest score, whose proposal, conforming to the RFP, will be the most advantageous to the University, price and other factors considered.

The University intends to award to a single Proposer.

1.11.26 **Notice of Intent to Award**

Upon review and approval of the evaluation committee's and agency's recommendation for award, Southern will issue a "Notice of Intent to Award" letter to the apparent successful Proposer. The "Notice of Intent to Award" letter is the notification of the award of the contract. However, the "Notice of Intent to Award" is contingent upon successful negotiation of a final contract and approval by the University. A contract shall be completed and signed by all parties concerned on or before the date indicated in the "Schedule of Events." If this date is not met, through no fault of the University, the University may elect to cancel the "Notice of Intent to Award" letter and make the award to the next most advantageous responsible Proposer.

Southern will also notify all unsuccessful Proposers as to the outcome of the evaluation process. The proposals received (except for that information appropriately designated as confidential in accordance with La. R.S. 44.1 et. seq.) along with the evaluation factors, points, evaluation committee member names, and the completed evaluation summary and recommendation report are public record and shall be made available, upon request, to all interested parties after the

"Notice of Intent to Award" letter has been issued.

Any person aggrieved by the proposed award has the right to submit a protest in writing, in accordance with La. R.S. 39:1671, to the Director of State Procurement, within fourteen (14) days of the award/intent to award. The "Notice of Intent to Award" letter starts the protest period.

1.11.27 **Debriefings**

Debriefings may be scheduled by the participating Proposers after the "Notice of Intent to Award" letter has been issued by scheduling an appointment with Lina Antoine. Contact may be made by phone at 225-771-4587 or e-mail to linda.antoine@sus.edu

1.11.28 **Insurance Requirements**

Contractor shall furnish the State with certificates of insurance effecting coverage(s) required by this RFP in accordance with **Attachment 2: Insurance Requirements for Contractors**. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates are to be received and approved by the State before work commences. The State reserves the right to require complete certified copies of all required policies, at any time. The Contractor shall maintain the insurance as shown in **Attachment 2: Insurance Requirements for Contractors** for the full term of the contract. Failure to comply shall be grounds for termination of the contract.

1.11.29 **Subcontractor Insurance**

The Contractor shall include all subcontractors as insured under its policies or shall insure that all subcontractors satisfy the same insurance requirements stated herein for the Contractor.

1.11.30 **Indemnification and Limitation of Liability**

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under the contract.

Contractor shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully indemnify and hold harmless the State from suits, actions, damages and costs of every name and description relating to personal injury and damage to property caused by Contractor, its agents, employees, partners or subcontractors in the performance of the contract, without limitation; provided, however, that the Contractor shall not indemnify for that portion of any claim, loss or damage arising hereunder due to the negligent act or failure to act of the State.

Contractor will indemnify, defend and hold the University harmless, **without limitation**, from and against any and all damages, expenses (including reasonable attorneys' fees), claims judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products, Materials, or Services furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of the Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of

Administration shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: (i) University's unauthorized modification or alteration of a Product, Material, or Service; (ii) University's use of the Product, Material, or Service in combination with other products, materials, or services not furnished by Contractor; (iii) University's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the University's exclusive remedy to take action no later than six (6) months after the issuance of an injunction in the following order of precedence: (i) to procure for the University the right to continue using such item(s) or part(s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the University up to the dollar amount of the Contract. Any injunction that is issued against the State which prevents the University from utilizing the Contractor's product in excess of six (6) months and for which the Contractor has not obtained for the University or provided to the State one of the alternatives set forth in the foregoing sentence is cause for the University to terminate the Contract. In the event of such termination, the University will not be obligated to compensate the Contractor for any costs incurred by the Contractor.

For all other claims against the Contractor where liability is not otherwise set forth in the contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability **for direct damages, shall be the greater of \$100,000, the dollar amount of the Contract, or two (2) times the charges for products, materials, or services rendered by the Contractor under the Contract.** Unless otherwise specifically enumerated herein mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.

The University may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

1.11.31 **Payment**

The Agency shall pay the Contractor in accordance with the Pricing Schedule set forth below.

Annual Lease Payment: Contractor is asked to offer an annual lease guarantee to the University. Payment is to be paid in twelve (12) equal monthly installments on or before the 1st of each month every year.

Commission Payment on Sales: For the initial term of the lease the University expects a commission payment on total sales. Proposed commission sales should be described as a percentage per category as illustrated below:

a.	Meal Plans	— TBD — %
b.	Retail Food Court Sales	— 12 — %
c.	Retail Coffee Shop Sales	— 12 — %
d.	Retail Convenience Store Sales	— 12 — %
e.	Catering	— 12 — %
f.	Concessions	— 12 — %
g.	Retail Remote Snack Sales	— 12 — %
h.	Dining Sales (non-plan sales)	— 12 — %
i.	Other Proposed Sales	— 12 — %

Capital Improvements: The Contractor shall make investments for the renovation and/or improvements of the food service facilities under its supervision. Such investments on the part of the Contractor must include, however are not limited to, no less than \$1,000,000 during the initial term of the lease. All construction projects will be conducted in accordance with State purchasing laws and regulations and shall be properly processed through the University's purchasing department. All proposed facility improvement investments must be agreed upon and approved in writing by the University. All improvements made by the Contractor through these investments will become part of the facility and shall become part of the structure and therefore, ownership shall transfer to the University at the completion or termination of the lease. At the end of ten years, if the amount of improvements is less than \$1,000,000 then the difference shall be paid to the University within thirty calendars days of lease expiration.

Capital improvements shall be negotiated between and mutually agreed upon by both parties and must be approved by the University.

The Contractor may invoice the University monthly at the billing address designated by the University. Payments will be made by the University within approximately thirty (30) days after receipt of a properly executed invoice, and approval by the University. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

♦ **Late Payments**

Interest due by a State Agency for late payments shall be in accordance with La. R.S. 39:1695 at the rates established in La. R.S. 13:4202.

1.11.32 **Termination**

The University has the right to terminate the contract immediately for any of the following reasons: (a) misrepresentation by the Contractor; (b) Contractor's fraud, collusion, conspiracy or other unlawful means of obtaining any contract with the State of Louisiana; (c) conflict of contract provisions with constitutional or statutory provisions of State or Federal Law; (d) abusive or belligerent conduct by the Contractor towards an employee or agent of the State; (e) Contractor's intentional violation of the Louisiana Procurement Code (La. R.S. 39:1551 et seq.) and its corresponding regulations; or, (f) any listed reason for debarment under La. R.S. 39:1672.

♦ **Termination of the Contract for Cause**

The University may terminate the contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the contract, or failure to fulfill its performance obligations pursuant to the contract, provided that the University shall give

the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the University may, at its option, place the Contractor in default and the contract shall terminate on the date specified in such notice.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the University to comply with the terms and conditions of the contract, provided that the Contractor shall give the University written notice specifying the University's failure and a reasonable opportunity for the University to cure the defect.

- ♦ **Termination of the Contract for Convenience**

The University may terminate the contract for convenience at any time (1) by giving one hundred twenty (120) days written notice to the Contractor of such termination; or (2) by negotiating with the Contractor an effective date. The University shall pay the Contractor for, if applicable: (a) deliverables in progress; (b) the percentage that has been completed satisfactorily; and, (c) for transaction-based services up to the date of termination, to the extent work has been performed satisfactorily.

- ♦ **Termination of Non-Appropriation of Funds**

The continuance of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

1.11.33 **Assignment**

The Contractor shall not assign any interest in the contract by assignment, transfer, or novation, without prior written consent of the University. This provision shall not be construed to prohibit the Contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the University.

1.11.34 **Audit of Records**

The State legislative auditor, federal auditors and internal auditors of Southern University, Division of Administration, or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years from the date of final payment or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

1.11.35 **Civil Rights Compliance**

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964 as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Federal Rehabilitation Act of 1973 as

amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under the contract without regard to race, color, religion, sex, sexual orientation, national origin, veteran status, political affiliation, disability, or age in any matter relating to employment. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of the contract.

1.11.36 Record Retention

The Contractor shall maintain all records in relation to the contract for a period of at least seven (7) years after final payment.

1.11.37 Record Ownership

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by Contractor in connection with the performance of the services contracted for herein shall become the property of the University and shall, upon request, be returned by Contractor to the University, at Contractor's expense, at termination or expiration of the contract.

1.11.38 Content of Contract/Order of Precedence

In the event of an inconsistency between the contract, the RFP and/or the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final contract, then to the RFP and subsequent addenda (if any) and finally, the Contractor's Proposal.

1.11.39 Contract Changes

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior written approval of OSP.

Changes to the contract include any change in: compensation; beginning/ ending date of the contract; scope of work; and/or Contractor change through the Assignment of Contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

1.11.40 Substitution of Personnel

The University intends to include in any contract resulting from this RFP the following condition:

Substitution of Personnel: If, during the term of the contract, the Contractor or subcontractor cannot provide the personnel as proposed and requests a substitution, that substitution shall meet or exceed the requirements stated herein. A detailed resume of qualifications and justification is to be submitted to the University for approval prior to any personnel substitution. It shall be acknowledged by the Contractor that every reasonable attempt shall be made to assign the personnel listed in the Contractor's proposal.

The University shall reserve the right to require removal and replacement of any contract personnel whose performance it considers unacceptable.

1.11.41 **Governing Law**

All activities associated with this RFP process shall be interpreted under Louisiana Law, including but not limited to La. R.S. 39:1551-1736 (Louisiana Procurement Code) and La. R.S. 39:196-200 (Information Technology Procurement Code), if applicable; purchasing rules and regulations; executive orders; standard terms and conditions; special terms and conditions; and specifications listed in this RFP. Venue of any action brought with regard to all activities associated with this RFP process shall be in the Nineteenth Judicial District Court, Parish of East Baton Rouge, State of Louisiana.

1.11.42 **Claims or Controversies**

Any claims or controversies shall be resolved in accordance with the Louisiana Procurement Code, La. R.S. 39:1671-1673.d

1.11.43 **Proposer's Certification of No Federal Suspension or Debarment**

By signing and submitting any proposal for \$25,000 or more, the Proposer certifies that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in "Audit Requirements in Subpart F of the Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards" (formerly OMB Circular A-133).

A list of parties who have been suspended or debarred can be viewed via the internet at <https://www.sam.gov>.

- ♦ **Proposer's Eligibility**

A statement of the Proposer's involvement in litigation and any suspension or debarment proceedings which could affect this work shall also be included in the Proposal. A suspension or debarment proceeding which could affect this work is any proceeding, whether pending or concluded, that involves a governmental body or governmental entity. If no such litigation, suspension or debarment exists, proposer shall so state.

- ♦ **Continuing Obligation**

Contractor has a continuing obligation to disclose any suspensions or debarment by any government entity, including but not limited to General Services Administration (GSA). Failure to disclose may constitute grounds for suspension and/or termination of the Contract and debarment from future contracts.

1.11.44 **Anti-Kickback Clause**

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "Anti-Kickback" Act which provides that each Contractor or subgrantee shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

1.11.45 **Clean Air Act**

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders or requirements issued under Section 306 of the Clean Air Act which prohibits the use under non-exempt federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) list of Violating Facilities.

1.11.46 Energy Policy and Conservation Act

The Contractor hereby recognizes the mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plan issued in compliance with the Energy Policy and Conservation Act (P.L. 94-163).

1.11.47 Clean Water Act

The Contractor hereby agrees to adhere to the provisions which require compliance with all applicable standards, orders, or requirements issued under Section 508 of the Clean Water Act which prohibits the use under non-exempt federal contracts, grants or loans of facilities included on the Environmental Protection Agency (EPA) List of Violating Facilities.

1.11.48 Anti-Lobbying and Debarment Act

The Contractor will be expected to comply with federal statutes required in the Anti-Lobbying Act and the Debarment Act.

1.11.49 Warranties

Contractor warrants that all services shall be performed in good faith, with diligence and care, by experienced and qualified personnel in a professional, workmanlike manner, and according to its current description (including any completion criteria) contained in the scope of work.

Contractor further warrants that it has the right to provide and or license its product to the State and that it will operate in accordance with this solicitation. In the event of a material failure of Contractor's product to function and operate, and/or failure by the Contractor to perform its obligations, in accordance with the terms and conditions of the contract that results in the termination of the contract for cause by the State, the State will not be obligated to compensate the Contractor of any costs incurred by Contractor.

1.11.50 Code of Ethics

The Contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (La. R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in the Contract. The Contractor agrees to immediately notify the State if potential violations of the Code of Governmental Ethics arise at any time during the term of the Contract.

1.11.51 Proposer's Cooperation

Any Proposer has the duty to fully cooperate with the State and provide any and all requested information, documentation, etc. to the State when requested. This applies even if an eventual contract is terminated and/or a lawsuit is filed. Specifically, the Proposer shall not limit or impede the State's right to audit or to withhold State owned documents.

1.11.52 Security

Contractor's personnel shall comply with all security regulations in effect at the State's premises, the Information Security Policy and externally for materials and property belonging to the State or to the project. Where special security precautions are warranted (e.g., correctional facilities), the State shall provide such procedures to the Contractor, accordingly.

Contractor is responsible for promptly reporting to the University any known breach of security.

1.11.53 Prohibition of Discriminatory Boycotts of Israel

In accordance with La. R.S. 39:1602.1, the following applies to any Proposal with a value of \$100,000 or more and to Proposers with five (5) or more employees:

By submitting a response to this solicitation, the Proposer certifies and agrees that the following information is correct: In preparing its response, the Proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. The Proposer has also not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The State reserves the right to reject the response of the Proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.

Prohibition of Companies That Discriminate Against Firearm and Ammunition Industries

In accordance with La. R.S. 39:1602.2, the following applies to any competitive sealed bids, competitive sealed proposals, or contract(s) with a value of \$100,000 or more involving a for-profit company with at least fifty full-time employees:

Unless otherwise exempted by law, by submitting a response to this solicitation or entering into this contract, the Bidder, Proposer or Contractor certifies the following:

1. The company does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association based solely on the entity's or association's status as a firearm entity or firearm trade association;
2. The company will not discriminate against a firearm entity or firearm trade association during the term of the contract based solely on the entity's or association's status as a firearm entity or firearm trade association.

The State reserves the right to reject the response of the Bidder, Proposer or Contractor if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response or if the certification is no longer true.

2. Part II: Scope of Services

2.0 Scope of Work/Services

Southern University wishes to “partner” with a “best in class” Food & Dining Services Operation from qualified companies desiring to lease its food service facilities under Louisiana R.S. 17:3361 who: (a) has significant prior experience in providing campus food and dining services in a university setting; (b) brings a proven track record of success of increasing utilization and sales; (c) has substantial financial resources available to ensure proper delivery of food and dining services in a higher education environment; (d) has an acute knowledge and sense of the type of dining experience desired by students; (e) maintains an ability to quickly enact and implement changes desired by the SUS Community and (f) listens to the SUS Community regarding their dining preferences and choices.

Dining Services is established and maintained as an integral element of providing excellent service and convenience to students, faculty, staff, administration, alumni, visitors and guests of the University. The Southern University System is interested in obtaining a Contractor to operate the food service operations and management on the Baton Rouge, New Orleans, and Shreveport campuses of Southern University, located in Louisiana.

2.1 Performance Requirements

Performance standards for food service operations at Southern University should include the following:

- ◆ Quality of Food: The food served at Southern University should be of high quality and meet the expectations of students, faculty, and staff. This includes the taste, presentation, and nutritional value of the food.
- ◆ Safety and Sanitation: Food service operations should comply with all local, state, and federal regulations regarding food safety and sanitation. This includes proper food storage and handling, as well as maintaining a clean and sanitary environment.
- ◆ Customer Service: Food service personnel should provide excellent customer service to all guests, including students, faculty, staff, and visitors. This includes being friendly, attentive, and responsive to customer needs and concerns.
- ◆ Efficiency: Food service operations should be efficient and timely, with minimal wait times for customers. This includes proper staffing levels, effective use of technology, and streamlined processes for ordering and payment.
- ◆ Sustainability: Food service operations should be environmentally sustainable, with a focus on reducing waste, conserving energy, and using local and organic ingredients when possible.
- ◆ Innovation: Food service operations should be innovative and responsive to changing trends and customer preferences. This includes offering new and unique menu items, as well as incorporating new technologies and processes to improve efficiency and customer service.

Deliverables are to include:

- ◆ Provide a variety of nutritious and high-quality food options that meet the dietary needs and preferences of students, including vegan, vegetarian, and gluten-free options as agreed upon in the executed contract agreement.
- ◆ Ensure all ingredients are fresh and locally sourced when possible, with an emphasis on sustainable and environmentally friendly practices.
- ◆ Maintain a clean and sanitary dining environment, with regular cleaning and sanitation of all surfaces and equipment.
- ◆ Provide friendly and attentive customer service, with staff who are knowledgeable about the menu and available to address any concerns or questions.
- ◆ Offer affordable pricing options, including meal plans and discounts for students with financial need.
- ◆ Provide convenient and flexible hours of operation that accommodate the schedules of students with varying class and work schedules.
- ◆ Continuously gather and evaluate feedback from students to improve the dining program and address any concerns or issues.
- ◆ Implement a system for tracking and reducing food waste, such as composting or donating excess food to local charities.
- ◆ Offer educational programming and resources to promote healthy eating habits and nutrition education for students.
- ◆ Contractor will be required to provide meal service during the cited academic and scheduled break periods, including summer, in each campus, as negotiated in partnership with the Contract Administrator.

2.2 Price Schedule

Prices proposed by the Offerors for each campus shall be submitted on **Attachment 9: Mandatory Response Form-Financial Summary**. Prices submitted shall be firm for the term of the contract. Prices shall include delivery of all F.O.B. destination. Details associated with pricing, where applicable, should be included in the Financial Section of Offer's Proposal.

2.3 Baton Rouge Campus

2.3.1 Residential Dining Facilities

Dunn Student Engagement Commons

Type: Residential Dining Facility

Hours of Operation: Monday – Sunday 7:00 a.m. – 11:00 p.m.

Key Features: The new anytime dining facility at Southern University will offer students a variety of food options during operating hours. With a focus on healthy and nutritious meals, the dining facility will provide a range of options to accommodate different dietary needs and preferences, including vegan, vegetarian, and gluten-free options. The facility will feature state-of-the-art kitchen equipment and facilities to ensure efficient and safe food preparation, as well as a comfortable and inviting dining atmosphere with ample seating and natural lighting. In addition to food options, the facility will offer a range of beverage options including coffee, tea, soda, and juice. The operating hours ensure that students can always find a meal to fit their schedule. Friendly and attentive staff will be available at all hours to provide excellent customer service and address any concerns or questions. There will be specialty meals on Monday and Friday at lunch available in addition to the minimum menu profile or as otherwise agreed upon.

Mayberry Dining Hall

Type: Residential Dining Facility

Hours of Operation: Monday – Sunday, 7:00 a.m. – 8:00 p.m.

Key Features: Continuous anytime dining, allowing for students to receive unlimited access to the space. This dining area will include stations to replicate Prime Grill, Shake Smart, and Bento Sushi. There will be specialty meals on Monday and Friday at lunch available in addition to the minimum menu profile or as otherwise agreed upon. Currently considered the “Main Dining Hall”.

2.3.2 **Retail Dining Facilities**

The following section describes retail designed facilities that Southern University wishes to be managed. The Offeror shall base its Proposal submittal on the descriptions below. Optional proposal submittals are invited which describe alternatives to these operational and program descriptions; however, the University reserves its right to not accept or accept what is proposed. All branded concepts shall feature regional pricing and national promotions.

Smith Brown Memorial Union Years:

Type: Retail Dining Facility

Hours of Operation:

- Chick-fil-A: Monday – Saturday 7:00 a.m. – 7:00 p.m., Sunday Closed
- Fast Casual Comfort Concept 1: Monday – Sunday 10:00 a.m – 7:00 p.m,
- Fast Casual Comfort Concept 2: Monday – Sunday 10:00 a.m. – 7:00 p.m.
- Fast Casual Comfort Concept 3: Monday – Sunday 10:00 a.m – 7:00 p.m
- C Store: Monday – Monday – Sunday 12:00 p.m. – 8:00 p.m

Key Features: Flat panel menu boards, pastry display cases, and order/pick-up areas. Currently considered the “Food Court”.

Library (Years 1-10):

Type: Retail Dining Facility

Hours of Operation:

- We Proudly Serve Starbucks: Monday – Thursday 7:00 a.m. – 9:00 p.m., Friday 7:00 a.m. – 5:00 p.m.
- Bento Sushi: Monday – Thursday: 10:00 a.m. - 4:00 p.m., Friday 10:00 a.m.- 3:00 p.m.
- Shake Smart: Monday – Thursday: 7:00 a.m. - 9:00 p.m., Friday 7:00 a.m. - 5:00 p.m.

SULC (Years 1-10):

Type: Micro Market

Hours of Operation:

- Monday – Friday 7:30 a.m. – 6:00 p.m.

SUAREC (Years 1-10):

Type: Micro Market

Hours of Operation:

- Monday – Friday 7:30 a.m. – 6:00 p.m.

2.4 New Orleans Campus

2.4.1 **Residential Dining Facilities**

Knight Dining Hall:

Type: Healthy Fast Casual Concept

Hours of Operation: Monday – Sunday 7:00 a.m. – 10:00 p.m.

Key Features: Flat panel menu boards, pastry display cases, and order/pick-up areas. There will be specialty meals on Monday and Friday at lunch available in addition or the minimum menu profile.

2.4.2 **Retail Dining Facilities**

Knights Market -Autonomous Micro-Market Residential Dining Area: (housing Grab and Go)

Hours of Operation: 24/7

Knights Café' - Autonomous Micro-Market: (Coffee Shop in Library)

Hours of Operation: 24/7

Knights Express - Autonomous Micro-Market University Center: (housing Grab and Go)

Hours of Operation: 24/7

2.5 Shreveport Campus

2.5.1 Residential Dining Facilities

Jaquar Market Place:

Type: Retail Dining Facility

Hours of Operation: Monday – Thursday 7:00 a.m. – 8:00 p.m., Friday 7:00 a.m. – 5:00 p.m., Saturday – Sunday Brunch 9:00 a.m. – 1:00 p.m.

Key Features: There will be specialty meals on Monday and Friday at lunch available in addition to the minimum menu profile.

2.5.2 Retail Dining Facilities

Autonomous Micro-Market Residential Dining Area:

Hours of Operation: 24/7

Autonomous Micro-Market Marketplace:

Hours of Operation: 24/7

2.6 Proposal Elements

2.6.1 Technical Proposal

Instructions for submitting all required information are contained in this section. The purpose of this section is for the bidders to provide information on the following primary requirements for each campus:

Program Plan

- ♦ Align with the culture at the Baton Rouge, New Orleans, and Shreveport campuses and have a clear understanding of the mission of SU
- ♦ Ability to provide measurable high levels of customer service on each campus
- ♦ Experience providing highly regarded foodservice to prestigious universities in the Southern part of the United States
- ♦ Commitment to provide the highest quality products and services efficiently and cost effectively to the Southern University campuses

Food Service Plan

- ♦ Ability to serve each of the Southern University campuses community by providing an innovative, nutritional, and state-of-the-art dining program
- ♦ Ability to provide dynamic options for those that require special dietary considerations for medical, religious, or holistic purposes on each campus
- ♦ Experience maintaining dynamic and progressive retail operations that supplement a residential dining program on each campus

Management Plan

- ♦ Ability to develop and implement a comprehensive five-year strategic plan and business plan, including an effective marketing plan for dining, catering, and conferences for the Baton Rouge, New Orleans, and Shreveport campuses.
- ♦ Ability to develop and implement a strategic short-term plan to continue the positive growth of Southern University's campuses.

Marketing Plan

- ♦ Ability to effectively communicate the dining offerings at each campus through multiple channels, including cross marketing in conjunction with Auxiliary Services.
- ♦ Produce and maintain professional print and web collateral including annual brochure, website, mobile platforms, in-unit marketing, alumni magazine, etc.
- ♦ Develop a public relations plan that regularly promotes the SU Dining program on each campus and any new or innovative offerings
- ♦ Maintain catalogue of professionally developed images to include food products, facilities, staff profiles for each campus location
- ♦ Develop and/or attend regular Catering Showcases to highlight the catering program to both internal and external business
- ♦ Ability to meet on a weekly basis with correspondents from SU to ensure streamlined communication in all marketing efforts

Staffing / Personnel

- ♦ Staffing plan/personnel, including the supplier's detailed customer service program for each campus
- ♦ Ability to maintain a clearly identified Organizational Chart across the entire organization for each campus
- ♦ Contractor's flexibility and ability to work effectively with the Southern University Administration, including the SU Human Resources Department, Office of Legal Counsel and Office of Public Safety in labor related issues
- ♦ Supplier's compensation package, including benefits and minimum requirements
- ♦ Supplier's staff/personnel are reflective of our student body constituencies

Student Accessibility

- ♦ Cost of meal plans
- ♦ Student jobs
- ♦ Student club menus
- ♦ Student advisory opportunities
- ♦ Accessibility – daily value deals for students

Sustainability Throughout Baton Rouge, New Orleans, and Shreveport

- ♦ Approach sustainability as a cost saving or cost-neutral initiative
- ♦ Uphold best-in-class standards, and industry best practices
- ♦ Reduce environmental hard through dining and catering operations
- ♦ Provide transparency in the tracking and sharing of data regarding sustainability initiatives
- ♦ Address food waste, nutritional, support food insecurity programs

SLAs (Service Level Agreement)/KPIs (Key Performance Indicators)

- ♦ Food and employee safety programs
- ♦ Financial management
- ♦ Customer satisfaction
- ♦ Marketing and communication

- ♦ Minimum senior management requirements
- ♦ Catering operations
- ♦ Operational Management
- ♦ Affordability
- ♦ Sustainability

The Contractor will be required to provide within their proposal for each campus via sample reports how Contractor will provide the Contract Administrator with a monthly one or two-page narrative report with metrics on the following (other criteria may be established prior to the signing of the Contract):

- ♦ REVPAS information (revenue per available student)
- ♦ Health inspection reports
- ♦ Food cost trends
- ♦ Labor cost trends
- ♦ Meal plan meal participation rates, by meal period
- ♦ Mystery shopper reports
- ♦ Survey scores
- ♦ Local purchasing benchmarking status
- ♦ Sustainable practices status
- ♦ Monthly report, budgets, and plan

PROFILE

Offerors should answer the following questions and submit the following materials for the Baton Rouge, New Orleans, and Shreveport campuses. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded.

- ♦ What is the name of your organization and the name and address of the proposed contracting entity? Please list the name and address of your organization's headquarters (if different from contracting entity) and list any additional names under which your organization conducts business in the United States and abroad.
- ♦ Please provide an executive summary specific to this proposal, including each campus, – limit of two pages.
- ♦ Please provide the last 2 years financials for your organization.
- ♦ List key personnel that will work on this relationship. Describe each team member's position within your organization. Provide resumes of each proposed team member (not to exceed 1 page per person).
- ♦ Please describe any current or prior client relationship your organization has or have had with Southern University.
- ♦ List all merges or acquisitions that your organization has been a party to over the past 5 years. List all previous names under which business was conducted, and the year the transaction was completed.
- ♦ Please include any affiliations or businesses your companies have with correction/institutional/justice or prison food service programs.

- ♦ Provide a list of clients (contact information) in higher education with volume of \$15M or greater in the US marketplace which your company separated/terminated (voluntarily or involuntarily) since 2015.
- ♦ Provide a list of clients (contact information) in higher education in the US marketplace which your company was awarded a dining contract of \$15M or greater since 2015.
- ♦ Please list 3 comparable agreements your organization is currently providing similar to the services in this RFP that SU could call upon as references. Include Higher Education customers with similar complexity. For each reference, include:
 - ♦ Corporate Headquarters or School Name
 - ♦ Contact Name and Title
 - ♦ Address
 - ♦ Email and Telephone Number
 - ♦ Brief description of products or services your organization is providing to customers
 - ♦ Average annual billing
 - ♦ Length of the agreement and termination date
- ♦ Describe all past and present lawsuits, legal actions, litigation, arbitration, termination, claims filed against your organization as a result of a contract dispute, employment lawsuit, labor issues, or OSHA claims in the past 5 years. Describe the resolutions of such actions.
- ♦ Declare any association or conflict of interest with SU's staff or consultants related to this RFP.
- ♦ Describe the performance indicators that your organization will use to measure service satisfaction. Examples of indicators may include turnaround time, invoice accuracy, account support and customer service.
- ♦ Provide examples of measurements/KPIs currently used with other clients. Please include sample reports and/or surveys.
- ♦ What industry network organizations are you a member of - specific to dining and food services as well as higher education?
- ♦ Advise as to whether your organization has entered into agreements that are required to be compliant with IRS Guidelines for management agreements including RevProc 2017-13 and/or prior revenue procedures.

RESIDENTIAL OPERATIONS

Offerors should answer the following questions and submit the following materials for the Baton Rouge, New Orleans, and Shreveport campuses. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded.

The Contractor will be expected to work closely with the Contract Administrator's office on each campus. Southern University's approval is required for any brand names selected for items to be offered on the menus.

Residential Dining Programs, Menus, and Concept Descriptions

Describe the concepts proposed for each operation on each location, which may include theme, decor, special promotions, merchandising, special services, menu enhancements, and other features. The Contractor should detail any changes in equipment or decor on each location and provide renderings or schematics to demonstrate the proposed changes. The Contractor should detail any enhancements to the current program at each campus.

Submit a five-week sample of the cycle menus proposed for breakfast, lunch, dinner, and late-night service for each location. Submittal should group items by location in the servery (i.e., hot entrees, specialty station, sandwich station, salad bar, cold food, etc.), and display the entire week's selections on one sheet per location (if possible) organized by day of the week. Every effort should be made to recognize quality, wellness, and the demographic breakdown of each campus associated with Southern University's customers. The Contractor will be required to post menus online weekly at each location with nutritional information five days in advance throughout the term of this agreement.

Special attention should be paid to customer service on each campus. The Contractor should describe specific ways they plan to enhance the current customer service environments including employee uniforms employee training programs, etc.

Staffing

Submit staffing schedules for all locations on each campus for one normal complete week of operation during the academic year. Also submit a weekly staffing plan for the first full week of the semester at all campuses. Special attention needs to be given to weekends. Contractor shall also provide a representative staffing schedule for early arrival students.

Detail the payroll rates and benefit costs for all hourly and salaried employees for all the campus's operation. Indicate to whom this unit's manager will report.

Contractor will be required to have staffing pars created and maintained on a weekly basis that get updated when special events occur. Also, during some of the busiest meal periods there needs to be multiple employees cleaning tables and floors, in accordance with the amount of business at each location.

Contractor should provide a management oversight plan to ensure that a manager is observing each of the campuses dining facility to look for potential issues (e.g., running out of food, cleanliness issues, etc.) so that these issues can be corrected immediately.

Offerors should describe how they will ensure proper preparation for busy periods to ensure minimal wait times for customer and ensure that they will not run out of food items during peak periods.

RETAIL OPERATIONS: CONVENIENCE STORES

Program, Menus, and Concept Descriptions

Describe the concept proposed for each of the campus's outlets including promotions, merchandising and other features.

The Contractor should describe specific ways they plan to enhance all the current customer service environment including employee uniforms employee training programs, etc.

Provide a complete product and price guide for each campus.

Provide itemize projected sales.

Hours of Operation and Levels of Services

See Attachment 5: Proposed Retail Hours of Operation for proposed hours and concepts for each retail location of the Baton Rouge, New Orleans, and Shreveport campuses. Offerors are encouraged to submit creative alternatives if deemed fit.

Staffing

Submit staffing schedules for one complete week of operation using the proposed hours of operations provided for each location.

Detail the payroll rates and benefit costs for all hourly and salaried employees for all operations on each campus. Indicate to whom this unit's staff will report.

RETAIL OPERATIONS: FULL-SERVICE CAFES

Program, Menus, and Concept Descriptions

Describe the concept proposed for each outlet on the Baton Rouge, New Orleans, and Shreveport campuses including franchise or license information, promotions, merchandising and other features.

The Contractor should describe specific ways they plan to enhance the current customer service environments including employee uniforms employee training programs, etc.

Provide a complete product and price guide.

Provide itemize projected sales.

Hours of Operation and Levels of Services

See Attachment 5: Proposed Retail Hours of Operation for proposed hours and concepts for retail for each of the campus locations. Offerors are encouraged to submit creative alternatives if deemed fit.

Staffing

Submit staffing schedules for one complete week of operation using the proposed hours of operations provided for each location on all three campuses.

Detail the payroll rates and benefit costs for all hourly and salaried employees for this operation. Indicate to whom this unit's staff will report.

SUBCONTRACTED PARTNERS

Program, Menus, and Concept Descriptions

See Attachment 5: Proposed Retail Hours of Operation for proposed hours and concepts for retail. Offerors are encouraged to submit creative alternatives if deemed fit.

Staffing

Submit staffing schedules for one complete week of operation using the proposed hours of operations

CONCESSIONS

Program, Menus, and Concept Descriptions

Describe the concept proposed for each outlet including promotions, merchandising and other features.

The Contractor should describe specific ways they plan to enhance the current customer service environment including employee uniforms employee training programs, etc.

Provide a complete product and price guide for each service at each location.

Provide itemize projected sales.

Levels of Services

See Section I: Background Information for locations that shall require Concession services.

Staffing

Submit staffing schedules for one complete week of operation using the proposed hours of operations for each service at each location.

Detail the payroll rates and benefit costs for all hourly and salaried employees for all operations. Indicate to whom this unit's staff will report.

CATERING

Programs, Menus, and Concept Descriptions

Describe the concepts proposed for this catering operation, which may include theme, decor, special promotions, merchandising, special services, menu enhancements, and other features.

Prepare a catering manual for each campus. The manual should contain sample breakfast, lunch and dinner menus, hot and cold buffet and hors d'oeuvre selections which would be available upon two weeks advance notice.

Assume menus will be changed at least once annually for each campus. It is desirable that the menus reflect visual beauty, variety, wellness, quality, and price (consistent with the University's catering history) as well as catering policies.

Indicate which items are healthful food choices. In addition, prepare a set of limited menus that will be standard daily menus available at all times on short notice and those which would be available on a one- or two-day advance notice.

These would be limited to small faculty or administrative staff groups, or other special group meetings.

Propose pricing on a per cover basis for a minimum number of covers. Additionally, please show the calculations involved in determining the per person cost for a smaller number of covers than the minimum quoted above. Catering price renewal will be due to Southern University by no later than December 15th annually.

Submit the average per cover prices of each of the following:

- ♦ Continental breakfast
- ♦ Hot, served breakfast
- ♦ Cold, served luncheon
- ♦ Hot, served luncheon
- ♦ Simple cocktail and hors d'oeuvre reception

- ♦ Cold, served dinner
- ♦ Hot, served dinner
- ♦ Full Dinner Buffet
- ♦ Stand-up reception and formal sit down, served dinner for 250-person gala honoring University donors
- ♦ Conference meals and breaks
- ♦ Contractor is to provide a breakdown of what customers will be charged for additional items including, but not limited to:
 - = China
 - = Table Linens
 - = Additional Wait Staff
 - = Flowers
 - = Decorations/Themes

Also, specify a catering program applicable to four tiers of customers:

- 1) Presidential
- 2) Day-to-Day delivery
- 3) Pick-up service: Cater-2-Go (A program where customers can order catering and then go pick it up at a designated location on campus)
- 4) Student-friendly options

Compute pricing to account for the costs of goods, labor, operating supplies, administrative fees, and other appropriate expenses. Pricing must reflect the Profit and Loss Catering structure of this RFP.

Provide itemize projected sales.

The Contractor will be responsible for timely clean up after all catered events (defined as within one hour of event ending). Provide a plan to ensure that there is a timely and thorough clean up after all events to keep the University's facilities clean. Clean up shall include removal of all service ware and trash from the premises.

Indicate which three or more major credit cards will be accepted by the Contractor. An annual marketing plan for all venues should be provided as part of the proposal. Specific attention should be paid to meeting the goals of the University.

Staffing

Submit staffing plan for catering operations for each campus.

EMERGENCY PREPAREDNESS

The emergency preparedness plan for Dining Services should include details on how the Contractor will continue to provide food services in the event of an emergency on each location, including how the Contractor will ensure the safety and well-being of their staff, as well as how they will communicate with students at each location and other stakeholders about any changes to food service operations. It should also outline any special procedures or protocols that will be put in place during an emergency, such as food storage and handling, and any additional resources or equipment that may be needed at each location. The plan should be comprehensive and take into account a range of potential emergency scenarios, including natural disasters, power outages, and

other disruptions to normal operations.

The emergency preparedness plan should also include a clear chain of command and identify key staff members who will be responsible for implementing the plan on each campus at each location. This includes designating roles and responsibilities for all staff members and ensuring that everyone is aware of their role in the event of an emergency.

It is also important that the plan is regularly reviewed and updated to reflect any changes in the organization or any new information relating to emergency preparedness on each location. Regular drills and training sessions should be conducted to ensure that all staff members are familiar with the plan and are prepared to implement it in the event of an emergency.

The plan should be easily accessible to all staff members and stakeholders, and there should be clear communication channels in place to ensure that everyone is kept informed of any changes or updates to the plan.

Overall, a thorough and well-developed emergency preparedness plan for Dining Services is essential to ensure the safety and well-being of all staff members and stakeholders during an emergency on each campus.

In addition to the criteria mentioned, the emergency preparedness plan at each location should also address the following specific areas:

1. Food safety and sanitation: The plan should outline procedures for ensuring food safety and sanitation during an emergency. This includes guidelines for food storage and handling, as well as protocols for maintaining proper temperatures and preventing cross-contamination.
2. Food supply and inventory: The plan should include details on how Dining Services will manage their food supply and inventory during an emergency. This includes procedures for ordering, receiving, and storing food, as well as strategies for managing limited resources.
3. Communication: The plan should outline a comprehensive communication strategy that includes how information will be disseminated to staff members, students, and other stakeholders during an emergency. This includes identifying communication tools and channels that will be used to provide updates and instructions.
4. Staff training and readiness: The plan should include details on how Dining Services will train their staff members on emergency procedures and ensure they are prepared to respond to an emergency. This includes conducting regular training sessions and drills, as well as ensuring that staff members are familiar with their roles and responsibilities.
5. Partnerships and collaborations: The plan should identify potential partnerships and collaborations with other departments or organizations that could assist Dining Services during an emergency. This includes identifying resources and support that could be provided by other organizations, as well as establishing communication channels and protocols for working together.

By addressing these areas, Dining Services can ensure that their emergency preparedness plan is comprehensive, effective, and responsive to the needs of their staff members, students, and other stakeholders on each campus.

MARKETING AND ENGAGEMENT

Offerors should answer the following questions and submit the following materials. If the

information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

- ◆ Please describe the roles that make up your company's marketing team- specific to individuals who would be responsible for SU Dining and Catering- and what tasks they are responsible for. Include corporate, regional, and local support.
- ◆ Describe your online and offline marketing strategies for engaging with each of the following constituencies including but not limited to:
 - ◆ Newly admitted undergraduate and graduate students
 - ◆ Parents of newly admitted undergraduate students
 - ◆ Returning graduate and undergraduate students residing on campus
 - ◆ Returning graduate and undergraduate students residing off campus
 - ◆ Parents of returning residential students
 - ◆ Summer Term students
 - ◆ SU faculty and staff
- ◆ Detail how your company would effectively work to create a community environment amongst students. How will your company improve the student experience at SU? How does your company maximize customer satisfaction? What surveying and feedback tools do you employ to measure the level of customer satisfaction? Please detail, specific to SU Dining, who would be responsible for what within your company to make this a reality?
- ◆ Detail in depth how you will work to collaborate and streamline communication with the SU team regarding all marketing efforts and channels. The selected Contractor will be required to attend a standing meeting on a weekly basis to provide a report of efforts and areas of approval for SU.
- ◆ Provide examples of how you have supported key campus initiatives or events through food service programming. Examples include:
 - ◆ New Student Orientation
 - ◆ Top-level campus celebrations
 - ◆ Newly admitted student yield events
- ◆ Please provide examples demonstrating how you have grown business on the University level and how your experience would assist SU Dining in business growth.
- ◆ Provide a description of your web and mobile capabilities. In addition, how has your organization integrated their corporate websites/mobile applications into the University's client sites.
- ◆ Provide examples of how your organization would incorporate the University's branding into your corporate marketing materials.
- ◆ Provide examples of the types of marketing (offline and online), campaigns, and promotional programs your company would implement at SU including specific information for each component of SU Dining. These include:
 - ◆ Meal plans
 - ◆ Dining Area cash sales
 - ◆ Declining balance accounts
 - ◆ Catering services
 - ◆ SU employee meal plans

PRODUCT AND MENU DEVELOPMENT

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions

for each campus: Baton Rouge, New Orleans, and Shreveport.

Please describe your company's approach to food product and menu development. In your response include discussion regarding: Keeping current trends, how to create food products in a cost-efficient manner, recipe development - local, regional and on a corporate basis.

What nutritional content of food products are offered on the menus and how is this information transmitted to the SU guest?

How do you ensure the authenticity of cuisines offered at SU - included but not limited to:

- ♦ Ethnic
- ♦ Vegan
- ♦ Vegetarian
- ♦ Kosher
- ♦ Halal
- ♦ Gluten Free
- ♦ Organic
- ♦ Sustainable

Who do you use for Kosher governance?

Please provide specific menu programs with facility layouts for each of the SU Dining locations without expansion beyond the current footprint.

Please provide a complete list of your company's partnerships or license agreements with the variety of national and regional brand programs and professional organization affiliations (i.e., Starbucks, Dunkin Donuts)

What are your current relationships with major food, paper, and cleaning suppliers especially those which you have national and/or regional agreements? Please be specific to those agreements you have with food manufacturers whose products are distributed through major distributors. Describe how these relationships could benefit SU.

SU desires to utilize local food suppliers where it is possible and when it is cost effective, including those providing organic products. Provide a description of how you would incorporate this into your procurement process.

Describe how the supply chain interfaces with menu development in the securing of Halal products and ensures the product safety particularly for authentic food products utilized in specialized cooking.

How can these local food suppliers be implemented in customized and special requests for catering clients?

Describe the process of how new products are introduced within the supply chain.

Please describe how your company has or will stay innovative in a market as competitive as the State of Louisiana- be specific to SU Dining and Catering.

Describe your process for data collection, availability, and evaluation – examples such as meal plan participation, food costs, food volume, food sourcing, and student survey results, both at a campus-wide and site-specific level, available in raw data and spreadsheet format.

Describe your process for data collection and analysis of catering surveys, focus groups results - qualitative and quantitative.

SU Catering is focused on three areas – Meetings, Conferences and Special events (from a 10-person picnic to complete graduation catering.) Please detail how your company would manage each of these functions, from personnel, menu, pricing, support basis being as specific to SU Dining as possible. Include examples for culturally diverse events, dining drop-offs, tastings, etc.

HUMAN RESOURCES

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

Please describe through use of an organizational chart and narrative how you plan on staffing SU Dining. The organizational chart should include the corporate, regional, and local level where it is specific to your company dealing with SU Dining on a regular basis.

What are the processes in ensuring personnel are compliant with your company and University guidelines?

Please detail the process that occurs at each level of the proposed SU organizational chart and the anticipated interface with corresponding levels of SU management.

Understanding that SU desires to have final approval on the following positions, please submit resumes for candidates for each of the following proposed positions at SU:

- ♦ Resident District Manager
- ♦ Resident General Manager
- ♦ Resident Retail Manager
- ♦ Residential Executive Chef
- ♦ District Chef
- ♦ Director of Operations
- ♦ Catering Manager
- ♦ Dietitian
- ♦ Director of Marketing
- ♦ Catering Chef

As a minimum, each resume should contain the following information:

- ♦ Position
- ♦ Name
- ♦ Education
- ♦ Years of Employment with Offeror
- ♦ Level of Experience
- ♦ Professional Training
- ♦ Assignments under the current Offeror, noting size of each account, title, major responsibilities, and number of employees supervised
- ♦ Previous assignments; note same information as above

The individual in charge of the Southern University campus operations (Resident Director of

Operations) should have a minimum of five years' successful managerial experience in University or University foodservice operations or equivalent; other supervisory and management staff should also have relevant experiences in catering, nutrition and/or University or University dining.

Please describe your management succession planning process specifically as to how it would apply for SU Dining.

Please describe your training plan for management and employees in both the transition phase and in the longer-term. If you are the incumbent, please describe how management and employee training will impact positive change with SU Dining. Include at least one (1) copy of your complete training manual in English (manuals will be returned to Contractor upon request).

Present criteria used in annual evaluation of the account manager's performance.

Present incentive compensation guidelines, if any, for account management and key personnel.

The successful Contractor will be strongly encouraged to use student help during the term of this contract. Please indicate how this has been accomplished at other accounts (i.e., number of accounts, number of students, payroll ranges, duties, etc.).

Students employed by the Contractor will be paid at least the prevailing federal minimum wage. The University shall have the right to determine the number of hours each student may work, the nature of the work performed, and other conditions of employment University deems appropriate. The Contractor is encouraged to employ a minimum of 10% of student-workers.

Please detail your experience in dealing with foodservice labor unions and collective bargaining agreement. If possible, be specific to your experiences in Louisiana.

Describe in detail a communication and /or crisis communication plan and the personnel who would be involved.

Please describe your company's processes and procedures to ensure product and dining service safety including what happens in the case of product recalls.

Detail recruiting techniques and sources of non-management labor, while following all equal employment guidelines shown below. Please indicate how this has been accomplished at other accounts (i.e., number of accounts, number of students, payroll ranges, duties).

Describe personnel-related functions designed to maintain compliance with all local, state, and federal laws including but not limited to:

- ♦ Fair Employment Practices
- ♦ Lawful Wage and Hour Practices
- ♦ Occupational Safety and Health Requirements
- ♦ Compliance with Employment Practices Covered Under the 1990 Americans with Disabilities Act

Indicate whether employees to be assigned to the facility will be non-union or union at commencement of the contract. Contractor is to provide a copy of its Union Contract/Agreement expected to be in force if union personnel are to be used.

Offerors should abide by the University Living Wage Requirement of \$15.50/hour reflect

accordingly.

Contractor must provide a brief description of their benefit package. The description should include, but is not limited to, the following:

- ♦ Health Care Coverage
- ♦ Dental Insurance
- ♦ Life Insurance
- ♦ Eyewear Plan
- ♦ Flexible spending
- ♦ Long-Term Disability
- ♦ Retirement
- ♦ Health Advocate
- ♦ Employee Assistance Program
- ♦ Tuition Benefits
- ♦ Leave of Absence (Paid)
- ♦ Leave of Absence (Unpaid)
- ♦ Holidays for Staff
- ♦ Vacation for Staff
- ♦ Personal Loans

QUALITY AND IMPROVEMENT MANAGEMENT

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

Please detail and provide specifics of how your company stands out as an industry leader instead of an industry follower. How specifically will this benefit SU Dining? What is your company's approach to encourage and maintain a culture of innovation?

Please detail how your company reconciles corporate goals against those of the client. If possible, please be specific to SU Dining.

Describe your process flows for Improvement Management and Quality Assurance detailing who is responsible for what on the corporate, regional, and local level for execution and compliance. How would your company's programs positively benefit SU? Cite examples if appropriate.

Please provide your requirements and best practices for maintaining clean dining services and kitchen areas. Do you use any KPIs or metrics to measure this performance?

Provide a measurement tool(s) or KPI's that will allow the University and operator to proactively measure/monitor quality (service, food, etc.) as well as meal plan perception and satisfaction, on a month-to-month, and year-to-year basis as well as. The intent of the reporting mechanism will be to create measurable goals that both parties can use to monitor and ensure progress in multiple key categories throughout the contract. KPI's should include, but are not limited to:

- ♦ REVPAS information (revenue per available student)
- ♦ Health inspection reports
- ♦ Food cost trends
- ♦ Labor cost trends
- ♦ Meal plan meal participation rates, by meal period

- ♦ Mystery shopper reports
- ♦ Survey scores
- ♦ Local purchasing benchmarking status
- ♦ Sustainable practices status
- ♦ Monthly report, budgets, and plans

What would your recommendations be on managing repairs of kitchen and dining areas and equipment to meet local codes? How would your teamwork with SU's facility management team in this respect?

What is your process for crisis management related to food contamination and similar situations?

SANITATION AND SAFETY

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

Describe the approach to sanitation and safety practices and the anticipated program to train and reinforce standards in the foodservice facility providing measurable metrics to be enforced throughout this agreement.

Outline sanitation and safety self-inspection procedures for all foodservice operations at a Southern University. Provide a sample copy of any checklist used during inspection. Provide information regarding minimum standards and guidelines to ensure sanitation and safety in preparation, production, and service areas. **Required reports with measurable metrics will be delivered to the University's Contract Administrator on a monthly basis throughout the term of this agreement.**

Describe in detail how the appropriate steps are taken to ensure HACCP compliance throughout this agreement. Provide a plan to ensure continuous and frequent documentation of internal inspections and what actions will be/were taken to correct any issues discovered. Contractor shall comply with the following standards and guidelines in the food preparation, production, and serving areas:

- ♦ Develop and maintain a complete HACCP plan for all food service operations at Southern University.
- ♦ Train all employees in ServSafe Standards. All management staff must be ServSafe certified. At least one ServSafe certified staff member shall be at each foodservice location during working hours.
- ♦ Maintain strict procedures to prevent cross contamination of menu items, e.g., allergens, proteins, produce, etc.
- ♦ Perform daily sanitation of all food and beverage areas managed by Offeror, including foodservice, receiving/loading dock areas, services corridors dedicated to food services, storage areas, employee facilities, kitchen and serving equipment and spaces, and seating areas.

TECHNOLOGY

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal

response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

Describe your proposed approach to implementation of your Management Information System (MIS) for SU Dining. Indicate any key issues and/or considerations SU Dining should be aware of.

What are the key inputs you would require from with regard to the implementation of your MIS.

Indicate the top five (5) MIS implementation related risks you believe your company will have to manage at SU. Rank the risks in level of importance with the most serious being ranked Number 1. Accompanying each risk outline the strategy your company would adopt in addressing each risk.

Please detail your web and mobile development and management program specific to SU Dining including who is responsible for what within your company's organization. Provide your organization's process for ADA compliance for websites at SU.

How will your company utilize technology (mobile, desktop, web, email, etc.) to communicate with your customers at SU (exclusive of the web site)?

What technologies do you anticipate using to communicate with SU Dining clients and to make the end user experiences easy and user friendly.

Please detail how your company will utilize technology to make SU students' lives better and easier. Be specific to how this will apply at SU.

Please detail how automated check-out technology will be incorporated to retail dining outlets across campus.

Detail how your technology tools will maintain accuracy when adapting to late-breaking supply chain adjustments.

TRANSITION OR REOPENING PLAN

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

Please provide your company's transition plan (or grand re-opening plan if you are the incumbent) for SU Dining based on the schedule provided in the RFP. Specifically indicate key activities, milestones and timelines for SU Dining by service and by location.

Please provide a breakdown of the transition/re-opening costs being specific to cost category and items within each category. Indicate if you are proposing that SU or your company will absorb such costs.

Calculate the anticipated number of entry level staff and management employee hours and associated expense to be devoted to formal training during the period prior to the start of the new Contract. Show separate hours for entry level staff and management employees.

How does your company propose to organize/structure for the SU Dining transition/re-opening?

Indicate the key roles and support elements from the corporate, regional and on-site levels of your company.

Indicate the project manager and name(s) of the person(s) that will lead the implementation from your side, what their roles are, whether their involvement will be full or part time, and the cost and duration. Also, please indicate what you believe should be SU's role in this activity.

Please provide detail on how your company will support the transition/re-opening through your marketing and merchandising. Be specific to SU Dining.

How will advanced technology solutions, digital marketing, or web communications be used to support the transition? And how long would you project the length of transition based on past experiences.

SUSTAINABILITY

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

Explain in detail how Southern University's environmental sustainability program will be adhered to, how you will contribute to enhancing the University's sustainable efforts and what metrics will be used to demonstrate annual improvement in Green initiatives.

Describe your company's experience with and approach to a zero-waste strategy for: (a) Back of house operations (sorting, composting, recycling, leftover food handling, etc.); (b) Packing and serving (eliminating single serving water bottles, eliminating disposable plastics, eliminating disposable packaging for food and beverages and reducing excess packaging from catering orders, implementing reusable containers for beverages and to-go food and to-go food boxes provided with catering, bag-free stores); (c) Ordering (reducing over-orders for catering, tray-less dining).

Offerors should develop a 'farm to table' program with SUAREC and explain program in detail. Program should include annual summary of measurable goals for assessment. It is important that Offerors propose a comprehensive corporate program to engage the local community for purchasing. This program should include using the local farmers' market for menu offerings. This program should also include clear goals indicating what percentage of the food inventory will be purchased from the local area.

What is your company's approach to labeling items that achieve the sustainability ethos (café-free eggs, locally sourced produce and/or organic choices)?

- ♦ Locally Grown Requirements: Offerors are to confirm their adherence to the provisions below and provide their proposed means of doing so.
- ♦ For the purpose of this RFP, Locally Grown is defined as grown within the State of Louisiana, and within a 150-mile radius of SU.
- ♦ Locally Grown products purchased from local farmers require Contractor to keep records through entirety of contract period of: a) product name, b) farm name & location, c) quantity purchased, d) purchase date, and e) prices paid for product(s). If Regional Local Food Distributors are contracted, the Contractor should keep similar records of each individual local farmer involved with the purchased local product(s).
- ♦ Contractor will document and purchase Locally Grown products in the following annual

incremental volumes: Year 1-5% of total food budget; Year 2-10% of total food budget; Year 3-15% of total food budget, and so on, up to 25% of total food budget.

- ♦ Contractor will lower the dependence on pre-packaged goods by offering more chef-driven, creative items to include daily specials, action stations (wok station, pasta station etc.), salads, dressing, as well as Mediterranean cuisine and natural juices.
- ♦ Contractor will purchase a percentage of proteins (chicken, beef, pork) that are naturally raised, (with no antibiotics), as well as locally grown produce, locally raised meats and locally baked breads.
- ♦ Contractor will establish written contract agreements by March 31st of each contract year, with selected local grower(s) requiring them to produce and deliver agreed upon quantities at a fixed price for a specific contract period. Prices paid directly to local farmers will be no less than the fixed prices noted in the weekly report found at <http://www.ams.usda.gov/mnreports/fvwretail.pdf>
- ♦ Contractor will provide annual documentation during the contract period to SU of direct prices received by each individual grower. Documentation due with annual Business Plan on March 15th for inclusion in University annual plans.
- ♦ Contractor will agree in written contract agreements to pay in full, contracted local grower(s) at time of acceptable delivery of product.
- ♦ Contractor will provide educational labels designating local farmer(s) products on: a) Menu board signage, b) Food stations, c) Individual salad bar items, d) table tent signage to include at a minimum (grower, city of farm, mileage from SU), and e) Entrance Louisiana map(s) from cafeteria entrance door to pay station indicating: a) vendor farm name, b) location, and c) products purchased. All signage and labeling systems are to be mutually agreeable between local growers and SU.
- ♦ Contractor will conduct a robust event calendar featuring vendor demonstrations quarterly “Lunch and Learn: Local Farm Market Meet and Greet” involving Farm Vendor Demonstrations of a “Featured Louisiana Farm Product and increase educational opportunities through a newsletter, blackboard describing which farms local foods come from, display area for recipe cards for chef’s specials, nutritional value of food.
- ♦ Contractor will work with SU faculty and students to: a) develop local food promotions, b) identify potential local farm producers or regional distributors, c) conduct quarterly “Lunch and Learn: Local Farm Market Meet and Greet” educational sessions and d) invite local farmers to display their products and talk to students.
- ♦ Contractor will allow Southern University to organize and facilitate a series of meetings between the SU Food Service management team and local growers to discuss future partnership.

Describe your company’s approach to waste reporting using LeanPath or the equivalent. SU intends to share data from reporting systems with faculty and students doing research and teaching involving food systems, as well as for sustainability reporting. Is there any information your company would collect that it would deem confidential?

SU is committed to reporting under AASHE STARS. Please describe your experience with this rating system, including the option to use the Real Food Challenge to report under AASHE STARS. What % achievement under the Real Food Challenge and what number of AASHE STARS points would your company propose reaching in: Year 1 of the contract (example: 5% and 5 points); Year 3 of the contract (example: 20% and 7 points).

How do you measure your sustainability efforts? Include software, reporting, metrics, vendor partnerships, etc. to describe.

Please list any sustainability organizations you partner with. And include how you've partnered with past clients' internal sustainability committees.

Describe how you would address sustainability initiatives – examples such as local/organic purchasing, vegan options, Fair Trade coffee and tea, bottled water reduction, tray less dining, composting, cage free shell eggs.

Define your dining system's environmental performance according to credible, specific, verifiable, and contractual benchmarks – examples such as category-based targets that increase during the contract term, and 100% sustainable purchase of specific food items.

SU recommends the Monterey Bay Aquarium Seafood Watch standard (as opposed to the Marine Stewardship Council label) for fish. Describe your company's approach to sustainable procurement of fish.

What is your company's experience with working with campus sustainability offices to develop and maintain clear, consistent, and accurate messaging that is "on brand" and synchronized with other campus sustainability messaging? How would you approach this task?

FOOD INSECURITY

Even on campuses and communities with strong resources and various dining facilities, students, staff, and faculty can often find themselves struggling to find a meal. And when someone is hungry, their educational attainment and lives can be dramatically affected.

Please detail how you will build upon SU's existing food insecurity programs to ensure that all students have equitable and equal access to food.

What is your company's experience with addressing food and nutrition insecurity on university campuses? Please provide examples that are transferable to the SU setting.

How do you measure food insecurity on campus? Please detail any metrics that you use to track student's ability to access food on a daily basis.

SUPPLIER DIVERSITY

Offerors should answer the following questions and submit the following materials. If the information has already been provided, please reference the exact location in the proposal response where the information is already recorded. Please answer the following questions for each campus: Baton Rouge, New Orleans, and Shreveport.

Is your organization certified as diverse business? If so, please include your most up to date certification.

How will your organization support SU's supplier diversity efforts? Will any diverse Subcontractors or Tier 2 suppliers be involved with your proposed dining services?

2.6.2 Financial Proposals

Proposals shall include detailed pricing for each campus per **Attachment 9: Mandatory Response Form – Financial Proposal** as well as other potential charges (if any), costs, or

revenue for proposed services on the Baton Rouge, New Orleans, and Shreveport campuses associated with the RFP program implementation and administration that you wish the State to consider.

Please note that SUS/SUBR is the Baton Rouge Landmass. SUBR is the largest campus and encompasses majority of the contractual base. In addition to the needs and requests of SUBR listed below, Offeror should also consider that SUAREC wishes to have scholarships for Ag students that are in related fields of food service and respond accordingly. SUNO wishes to have the Contractor as a Title sponsor for fundraising (currently \$25,000), receive yearly scholarships, and have 1 branded concept on campus. ALL campuses in the SU System expect to see continued discounts for Faculty and Staff dining and/or Faculty/Staff meal plans, and receive a catering allowance.

The proposer awarded the contract will be responsible for assuming all financial obligations associated with the existing agreement with Aramark. This includes ensuring a seamless transition that upholds the operational and contractual standards of the current arrangement while addressing any financial liabilities to facilitate the termination of the prior agreement, if applicable.

Mandatory Response Form

1. SUS is interested in receiving an unrestricted grant(s). This may be an initial one-time payment and/or multiple payments throughout the contract.
2. Proposers agree to offer a guaranteed minimum payment for commissions on sales. Describe the criteria to be utilized for increasing minimum commission payments.
3. Proposers should state the Commission rate/percentage which will be calculated on retail sales, net of any applicable sales or use taxes, based on the categories of sales listed in chart on Attachment 9.
4. Proposers should offer a contribution for renovation and capital improvements. As part of the proposer's financial cost estimate for this proposal, the proposer must include the buyout cost of the existing Facilities Lease Agreement, originally executed on July 1, 2014, between Southern University and Aramark Educational Services, LLC ("Aramark"). This buyout cost should be explicitly detailed within the proposal, ensuring full transparency regarding the financial implications of the transition. The estimated buyout cost for the current Facilities Lease Agreement as of June 30, 2025, is projected to be \$1,615,189.00. Southern University in Baton Rouge is interested in partnering with the Contractor on a new dining facility and renovations to Mayberry Dining Hall. SUNO is interested in obtaining new equipment, furniture and fixtures along with some renovations to its dining hall. SUSLA is also interested in obtaining new and/or additional renovations, furniture and fixtures to its food service area(s).
5. Proposer agrees to donate an annual amount of food, either actual food product donations or food value. Such donations will be distributed to various departments, organizations and for various activities.
6. Proposer should describe any other economic or financial benefits or value being proposed.
7. Proposer should provide a proposed daily rate to be charged to each campus.
8. Describe and detail the compensation formula Proposer will utilize to calculate commissions due and owing to Southern University under the terms of a proposed Food/Dining Services Agreement with each campus of SUBR, SUNO, and SUSLA.

Financial Statement Assumptions

Participation assumptions and sales projections for the foodservice operations on each campus should be developed based on the information and requested scope of services as described in this RFP. Please provide the assumptions used for the financials in your proposal submitted.

Prices in cash (retail) food and beverage outlets on each campus will be reviewed and approved in writing by Southern University before they are implemented. The Contractor may, subject to Southern University's approval, increase aggregated cash prices up to the regional "CPI-Food Away From Home" annually. It is not the intent to allow for an increase annually but to make the Contractor aware that Southern University will be firmly committed to keeping price increases at a minimum for each campus.

Contractor's meal plan rate increases will be subject to approval by Southern University for the Baton Rouge, New Orleans, and Shreveport campuses up to the increase in the regional "CPI-Food Away From Home."

The Contractor will remit to the State of Louisiana tax commission any Sales Tax required.

The Contractor will provide such trucks or vans required for foodservice usage on each campus and will be responsible for gas, oil, repairs, maintenance, and insurance as required by Louisiana State law. The Contractor will assume full monetary responsibility for any University vehicles used temporarily in the performance of the agreement. These costs shall be a direct cost of operation.

Pro-Forma Business Plan

Proposer shall provide a complete Business Plan for the new fiscal year, and projected financials for the first five years. In addressing this section of the proposal, it is important to note the range of food service equipment currently in place at each operation and tailor the food concepts accordingly. However, this should not preclude Proposer from proposing food concepts (branded or otherwise) that require modification to equipment and/or service points if, in Proposer's opinion, it is Southern University's best interests. If the proposal requires modifications to facilities or equipment, identify the cost associated and indicate who is to bear the cost. Ensure that at a minimum the pro forma Business Plan addresses the scope and performance expectations of this RFP including all of the following: Revenue and Cost associated with Residential Dining, Retail Sales, Catering, Concessions, Facility services, renovations, and maintenance.

Commissions and Board Plan Rates

Please provide proposed commissions and board plan rates according to **Attachment 7: Board Day Calendar information**.

Cash Operations

Cite the annual commissions as a percentage of net sales, for each cash operation, at each campus, to be remitted to Southern University.

Meal Plan

Estimate the participation and revenue the Contractor foresees for meal plan operations at each campus for Southern University. Detail your proposed cost per student meal, by meal plan for the University.

Regarding Net Losses

Any and all net losses associated with this contract as the sum of Southern University's authorized operating expenses and commissions paid to the University from Offeror, in excess of gross sales shall be paid by the Contractor throughout the term of this agreement for each campus.

Examples of Other Reports

Submit one or more samples of financial reports Contractor shall submit to the University as representation of the reporting format Contractor intends to use for Southern University for each campus. The sample does not have to disclose the name of the client.

Optional Proposal Program Submission

After having complied with the base proposal as articulated in **Part II: Scope of Services** of in this RFP Contractor is given the option to submit alternate program proposals for each campus. The Contractor shall be required to prepare and submit a complete set of financial worksheets and proforma's for each campus and each year of the term of the agreement for the alternate proposal.

Continuous Improvement Programs

Each campus apart of the University participates in continuous improvement programs to ensure that costs are improved, and efficiencies are maximized semester to semester, and year to year. The Contractor will be required to develop and implement their own program for each campus consistent with this initiative and provide the University with a monthly update on initiative, goals, and progress. Contractor is required to provide a strategy on how this will be accomplished within their Bid Response.

Summary

Southern University is seeking innovative, effective foodservice management of each campus dining services and therefore encourages Contractor to be creative in all aspects of the technical and financial arrangements sections of the proposal response and in any optional proposal quotations.

2.6.3 Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation

Each Proposer should address how the firm will meet the following:

The State of Louisiana Veteran and Hudson Initiatives are designed to provide additional opportunities for Louisiana-based small entrepreneurships (sometimes referred to as LaVet's and SE's respectively) to participate in contracting and procurement with the State. A certified Veteran-Owned and Service-Connected Disabled Veteran-Owned small entrepreneurship (LaVet) and a Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) small entrepreneurship are businesses that have been certified by the Louisiana Department of Economic Development. All eligible vendors are encouraged to become certified. Qualification requirements and online certification are available at:

<https://smallbiz.louisianaeconomicdevelopment.com>

If a Proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), Proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a

description of the work each will perform, and the dollar or percentage value of each subcontract.

During the term of the contract and at expiration, the Contractor will also be required to report Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship subcontractor or distributor participation and the dollar amount of each.

In RFP's requiring the compliance of a good faith subcontracting plan, the State may require Proposers to submit information on their business relationships and arrangements with certified LaVet or Hudson Initiative subcontractors at the time of proposal review. Agreements between a Proposer and a certified LaVet or Hudson Initiative subcontractor in which the certified LaVet or Hudson Initiative subcontractor promises not to provide subcontracting quotations to other Proposers shall be prohibited.

In performing its evaluation of proposals, the State reserves the right to require a non-certified Proposer to provide documentation and information supporting a good faith subcontracting plan. Such proof may include contracts between proposer and certified Veteran Initiative and/or Hudson Initiative subcontractor(s).

If a contract is awarded to a Proposer who proposed a good faith subcontracting plan, the using agency, the Louisiana Department of Economic Development (LED), or the Office of State Procurement (OSP) may audit Contractor to determine whether Contractor has complied in good faith with its subcontracting plan. The Contractor must be able to provide supporting documentation (i.e., phone logs, fax transmittals, letter, e-mails) to demonstrate its good faith subcontracting plan was followed. If it is determined at any time by the using agency, LED, or the OSP Director that the Contractor did not in fact perform in good faith its subcontracting plan, the contract award or the existing contract may be terminated.

The statutes (La. R.S. 39:2171 *et. seq.*) concerning the Veteran Initiative may be viewed at:
<http://www.legis.la.gov/Legis/Law.aspx?d=671504>

The statutes (La. R.S. 39:2001 *et. seq.*) concerning the Hudson Initiative may be viewed at:
<http://www.legis.la.gov/Legis/Law.aspx?d=96265>

The rules for the Veteran Initiative (LAC 19:VII. Chapters 11 and 15) and for the Hudson Initiative (LAC 19:VIII Chapters 11 and 13) may be viewed at:
<http://www.doa.la.gov/pages/osp/se/secv.aspx>

A current list of certified Veteran-Owned and Service-Connected Disabled Veteran-Owned and Hudson Initiative small entrepreneurship may be obtained from the Louisiana Economic Development Certification System at:
<https://smallbiz.louisianaeconomicdevelopment.com>

Additionally, a list of Hudson and Veteran Initiative small entrepreneurship, which have been certified by the Louisiana Department of Economic Development and who have opted to register in the State of Louisiana LaGov Supplier Portal:
https://lagoverpvendor.doa.louisiana.gov/irj/portal/anonymous?quest_user=self_reg

This may be accessed from the State of Louisiana Procurement and Contract (LaPAC) Network:
<https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/vendor/VndPubMain.cfm>

When using this site, determine the search criteria (i.e. alphabetized list of all certified vendors,

by commodities, etc.) and select SmallE, VSE, or DVSE.

Part III: Evaluation

2.7 Evaluation Criteria

Award of a contract to one Contractor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed by Southern University to provide the highest quality and most financially viable overall food service program for Southern University's three campuses.

Proposals will be evaluated according to the following criteria, which are not listed in order of priority:

- **Operational Expertise:** Evidenced company-wide approach to excellence in food acquisition, food preparation and presentation, quality control, training, personnel policies, maintenance, purchasing, cost control and financial reporting to the client.
- **Management Team:** Quality and experience of the management team offered based on interviews including General Manager, Catering Manager, and Executive Chef.
- **Presented Approach:** Contractor demonstrates knowledge of SUS's culture and has a strong plan for campus dining success on each campus.
- **Food Quality:** Freshness, from scratch, nutrition, balanced menu creation and rotation, variety, allergen free zone, vegan/vegetarian, where is it prepared and how.
- **Involvement in student life:** Commitment to admissions events, orientations, interaction with parents, ability to employ students, customer service.
- **Innovation:** Food service operations should be innovative and responsive to changing trends and customer preferences. This includes offering new and unique menu items, as well as incorporating new technologies and processes to improve efficiency and customer service.
- **Sustainability:** Green initiatives, energy conservation, local foods, ability to partner with SUAREC.
- **Proven Success** at catering: menus, ease of ordering, variety of levels, experience with cultural/ethnic food preparation.
- **Programming:** including menus, theme meals, promotions, variety of stations, creativity of programming, understanding of meal replacements for special events, trips off campus, BBQ on quad.
- **Specific Concepts:** Quality of proposals and facility designs that address specific concerns and issues identified by Southern University in the RFP.
- **Past Performance and Specialized Experience with Similar Accounts:** Presented documentation of specialized experience with university dining accounts similar in nature to Southern University.
- **Use of technology:** catering, dining, invoicing, ids, campus integration.
- **References:** Contractor's references from institutions of higher education, which are comparable to Southern University.
- **Site Visits:** Information gathered by Southern University on site visits to Contractors' similar accounts.
- **Financial Proposal:** Structure provides financial benefits to Southern University.
- **Conformity:** Substantial conformity with the specifications and other conditions set forth in the RFP.
- **Overall Quality:** Overall quality of the proposal relative to those of other Contractors.

SUS will carefully evaluate all Contractor proposals complying with guidelines described in this RFP. The evaluation committee will evaluate proposals based on the material and the substantiating evidence presented to the SUS, not on the basis of what may be inferred. The scores for the Financial, Technical, and Qualifications Proposals will be combined to determine the overall score. The Proposer with the highest overall score will be recommended for award.

The evaluation committee shall assign points to its evaluation of each Proposal as follows:

Evaluation Criteria	Possible Points
Qualifications Proposal	30
Technical Proposal	70
Financial Proposal	100
Total Possible Points	200
Hudson Initiatives	20

2.8 Qualifications Proposal – Total Value of 30 Points

Qualification proposals will be evaluated based upon but not limited to the following criteria:

- Company Qualifications 15 points
(Reference Checks, Financial Stability, Proven success, etc.)
- Company Experience 15 points
- TOTAL POINTS: 30 points

2.9 Technical Proposal – Total Value of 70 Points

Technical proposals will be evaluated based upon but not limited to the following criteria:

- Understanding of Nature and Scope of RFP 15 points
(Provision of services requested, conformity with specs, overall quality, etc.)
- Food and Dining Program Proposed 25 points
(Menus, food quality, student involvement, sustainability, customer & support services, etc.)
- Approach and Methodology 30 points
(Plans of operation, renovations, marketing, personnel, campus integration, technology, etc.)
- TOTAL POINTS: 70 points

2.10 Financial Proposal – Total Value of 100 Points

Financial proposals will be evaluated based upon but not limited to the following criteria:

Financial Return to the University	
• Annual Minimum Guarantee	25 points
• Percent Commission	20 points
• Donations and Other	15 points
• Scholarship/Student Award	15 points
• Capital Investment	<u>25 points</u>

TOTAL POINTS: 100 points

2.11 Veteran- Owned and Service- Connected Disabled Veteran- Owned Small Entrepreneurships (Veteran Initiative) and Louisiana Initiative for Small Entrepreneurships (Hudson Initiative) Programs Participation

(Note: This section should not be used if the funding source being utilized includes restrictions, (i.e. FEMA funds, HUD funds, etc.).)

Veteran and Hudson Initiative Points: 20 points

Please see Section 2.6.3 for detailed information.

Reserved points shall be added to the applicable proposers' evaluation score as follows:

Proposer Status and Allotment of Reserved Points

- Proposer is a certified small entrepreneurship: Full amount of the reserved points
- Proposer is not a certified small entrepreneurship but has engaged one or more certified small entrepreneurship to participate as subcontractors:
 1. Participating small entrepreneurship: 1/5th of the reserved points
 2. Participating small entrepreneurship: 2/5th of the reserved points
 3. Participating small entrepreneurship: 3/5th of the reserved points
 4. Participating small entrepreneurship: 4/5th of the reserved points
 5. Or more participating small entrepreneurship: Full amount of the reserved points

ATTACHMENT 1

Sample Management Agreement

STATE OF LOUISIANA
PARISH OF _____

File No. _____
Solicitation No. _____

(NAME OF CONTRACT)

Be it known, that on this ___ day of ___, 2025, the Southern University and A & M College System (SUS) (hereinafter sometimes referred to as "State" or "University") and _____ (hereinafter sometimes referred to as "Contractor" or "Proposer") do hereby enter into contract under the following terms and conditions.

Scope of Services

Contractor hereby agrees to provide full-service operation and management of Dining/Food Service Operations as follows:

- Southern University Baton Rouge –
- Southern University New Orleans –
- Southern University Shreveport –

Length of Lease: Ten (10) Years.

The contract for Food Service Operation services shall be effective from _____ to _____.

At option of the University and acceptance by the Contractor, the contract may be renewed for one five (5) year term at the same terms and conditions. In the event renewal at the same terms and conditions are not acceptable to the Contractor or the University, the party in disagreement is required to notify the other party thirty (30) days prior to the lapse of the lease.

Fiscal Funding

The continuation of this contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Lease Termination for Cause

The State may terminate this Contract for cause based upon the failure of the Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in

default and the Contract shall terminate on the date specified in such notice. The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract; provided that the Contractor shall give the State written notice specifying the State's failure and a reasonable opportunity for the state to cure the defect.

Lease Termination for Convenience

The State may terminate the Contract at any time by giving ninety (90) days written notice to the Contractor. The Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

Remedies for Default

Any claim or controversy arising out of this contract shall be resolved by the provisions of LSA - R.S. 39:1524 - 1526.

Financial Terms & Conditions

Contractor agrees to the following financial terms:

(Agreed upon proposed financial terms included here.)

Auditors

It is hereby agreed that the Legislative Auditor of the State of Louisiana and/or the Office of the Governor, Division of Administration auditors shall have the option of auditing all accounts of contractor which relate to this contract.

Taxes

Contractor hereby agrees that the responsibility for payment of taxes from the funds thus received under this Contract and/or legislative appropriation shall be contractor's obligation and identified under Federal tax identification number _____.

Contractor Responsibilities

Contractor shall be responsible for the following:

Equipment Provided by Contractor

The Contractor shall provide at the Contractor's own expense, any and all required equipment, supplies, and fixtures incidental and necessary for the operation of Dining/Food Service Operations that are not provided by the University. All capital equipment purchased by Contractor and not attached as a fixture to real estate will remain the property of Proposer. All equipment shall be new or newly manufactured as in Attachment C.

SUS University Responsibilities

The University shall be responsible for the following:

Equipment Provided by University

Under this agreement, the University shall provide at its own expense, and the Contractor will be permitted, the space and utilities of designated areas as set forth below:

- SUBR -
- SUNO -
- SUSLA-

SUS universities will provide adequate ingress and egress, including a reasonable use of passageways and driveways. It will also provide heating, lighting, ventilation, and the utilities required for the provision of such services.

Other

(Agreed upon proposed modifications included here if applicable.)

Non-assignment

No contractor shall assign any interest in this contract by assignment, transfer, or notation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

Written Notices

All notices required or permitted by this agreement shall be in writing and deemed sufficiently given when received if sent by recognized overnight courier, first class mail, or postage prepaid, to the addresses set forth below:

University—

Southern University A&M College

Contractor—

Discrimination Clause

The contractor agrees to abide by the requirements of the following as applicable: Title VI of the Civil Rights Act of 1964 and Title VII of the Civil Rights Act of 1964, as amended by the Equal Employment Opportunity Act of 1972, Federal Executive Order 11246 as amended, the Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, the Fair Housing Act of 1968 as amended, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities.

Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

Order of Precedence Clause

In the event of any inconsistent or incompatible provisions, this signed agreement (excluding the RFP and Contractor's proposal) shall take precedence, followed by the provisions of the RFP, and then by the terms of the Contractor's proposal.

Entire Agreement Clause

This contract, together with the RFP and addenda issued thereto by the SUS, the proposal submitted by the Contractor in response to the SUS's RFP, and any exhibits specifically incorporated herein by reference, constitute the entire agreement between the parties with respect to the subject matter.

THUS DONE AND SIGNED AT Baton Rouge, Louisiana on the day, month and year first written above.

IN WITNESS WHEREOF, the parties have executed this Agreement as of this day of _____.

WITNESSES SIGNATURES:

**SOUTHERN UNIVERSITY A&M COLLEGE SYSTEM
SIGNATURE**

By: _____

Title: _____

WITNESSES SIGNATURES:

CONTRACTOR SIGNATURE:

By: _____

Title: _____

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ATTACHMENT 2

Insurance Requirements for Contractors

The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees, or subcontractors.

A. MINIMUM SCOPE AND LIMITS OF INSURANCE

1. Workers Compensation

Workers Compensation insurance shall be in compliance with the Workers Compensation law of the State of the Contractor's headquarters. Employers Liability is included with a minimum limit of \$1,000,000 per accident/per disease/per employee. If work is to be performed over water and involves maritime exposure, applicable LHWCA, Jones Act, or other maritime law coverage shall be included. A.M. Best's insurance company rating requirement may be waived for workers compensation coverage only.

2. Commercial General Liability

Commercial General Liability insurance, including Personal and Advertising Injury Liability and Products and Completed Operations, shall have a minimum limit per occurrence of \$1,000,000 and a minimum general annual aggregate of \$2,000,000. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

3. Automobile Liability

Automobile Liability Insurance shall have a minimum combined single limit per accident of \$1,000,000. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired and non-owned automobiles.

B. DEDUCTIBLES AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and accepted by the Agency. The Contractor shall be responsible for all deductibles and self-insured retentions.

C. OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

1. Commercial General Liability and Automobile Liability Coverages

- a. The Agency, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the contractor. ISO Forms CG 20 10 (for ongoing work) AND CG 20 37 (for completed work) (current forms approved for use in Louisiana), or equivalents, are to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to the Agency.

- b. The Contractor's insurance shall be primary as respects the Agency, its officers, agents, employees and volunteers for any and all losses that occur under the contract. Any insurance or self-insurance maintained by the Agency shall be excess and non-contributory of the Contractor's insurance.

2. Workers Compensation and Employers Liability Coverage

To the fullest extent allowed by law, the insurer shall agree to waive all rights of subrogation against the Agency, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

3. All Coverages

- a. All policies must be endorsed to require 30 days written notice of cancellation to the Agency. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor's policy. In addition, Contractor is required to notify Agency of policy cancellations or reductions in limits.
- b. The acceptance of the completed work, payment, failure of the Agency to require proof of compliance, or Agency's acceptance of a non-compliant certificate of insurance shall not release the Contractor from the obligations of the insurance requirements or indemnification agreement.
- c. The insurance companies issuing the policies shall have no recourse against the Agency for payment of premiums or for assessments under any form of the policies.
- d. Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, agents, employees and volunteers.

D. ACCEPTABILITY OF INSURERS

- 1. All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with an A.M. Best's rating of A:VI or higher. This rating requirement may be waived for workers compensation coverage only.
- 2. If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance within 30 days.

E. VERIFICATION OF COVERAGE

- 1. Contractor shall furnish the Agency with Certificates of Insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates are to be received and approved by the Agency before work commences and upon any contract renewal or insurance policy renewal thereafter.

- 2. The Certificate Holder shall be listed as follows:

Southern University and A& M College System
Baton Rouge, LA 70813

- 3. In addition to the Certificates, Contractor shall submit the declarations page and the cancellation provision for each insurance policy. The Agency reserves the right to request complete certified copies of all required insurance policies at any time.

4. Upon failure of the Contractor to furnish, deliver and maintain required insurance, this contract, at the election of the Agency, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the contract.

F. SUBCONTRACTORS

Contractor shall include all subcontractors as insureds under its policies OR shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of the requirements stated herein. The Agency reserves the right to request copies of subcontractor's Certificates at any time.

G. WORKERS COMPENSATION INDEMNITY

In the event Contractor is not required to provide or elects not to provide workers compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or considered as, the employer or statutory employer of Contractor, its owners, agents and employees. The parties further agree that Contractor is a wholly independent Contractor and is exclusively responsible for its employees, owners, and agents. Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of this contract.

H. INDEMNIFICATION/HOLD HARMLESS AGREEMENT

1. Contractor agrees to protect, defend, indemnify, save, and hold harmless, the State of Louisiana, all State Departments, Agencies, Boards and Commissions, its officers, agents, servants, employees, and volunteers, from and against any and all claims, damages, expenses, and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur, or in any way grow out of, any act or omission of Contractor, its agents, servants, and employees, or any and all costs, expenses and/or attorney fees incurred by Contractor as a result of any claims, demands, suits or causes of action, except those claims, demands, suits, or causes of action arising out of the negligence of the State of Louisiana, all State Departments, Agencies, Boards, Commissions, its officers, agents, servants, employees and volunteers.
2. Contractor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demands, suits, or causes of action at its sole expense and agrees to bear all other costs and expenses related thereto, even if the claims, demands, suits, or causes of action are groundless, false or fraudulent. The State of Louisiana may, but is not required to, consult with the Contractor in the defense of claims, but this shall not affect the Contractor's responsibility for the handling of and expenses for all claims.

ATTACHMENT 3

Proposed Minimum Menu Requirements: Residential Dining

Baton Rouge Campus – Mayberry Dining Hall

Description of Facilities and Concepts – This will be an Anytime Dining unlimited access venue featuring self-service food stations with unrestricted take-out.

Designate and program for Mayberry Dining Hall to be a foodservice location on campus.

Services Style – Anytime Dining service continuously throughout the day and evening Monday - Sunday, 7:00 a.m. to 8:00 p.m. The Contractor is also expected to infuse cook-to-order items into the menu wherever possible.

The Contractor is expected to offer the following menu items at a minimum in the dining hall at each meal period. This requirement applies to summer conferences as well. Vegetarian and vegan entrees which are healthy, protein rich, and wellness oriented are offered at breakfast, lunch, dinner and late-night. The Contractor must offer their allergy-free and gluten-free platform at all meals including late-night.

Students, faculty, and staff may take out food from the Mayberry Dining Hall. Any students with an All-inclusive Dining meal plan may have unrestricted take out during all hours of operation.

Menu Profile

Mayberry Dining Hall; Minimum Menu Profile - The Contractor is expected to offer the following menu items at a minimum in Mayberry Dining Hall. **All food items listed in the menu profiles are to be offered continuously throughout all dayparts on a daily basis. No foods or stations are to be closed or “throttled” down in-between meal periods.**

D-I-Y U-Cook Station (Mon-Sun: 7a-8p)

This will be a do-it-yourself self-serve area within the building whereby students can prepare their own meals and offer a variety of hot and cold food items. This station will be fully stocked with ingredients and seasonings, similar to what would be available in the kitchen of the student's own homes. As a minimum, this area should feature the following menu items:

- ◆ Breads, Bagels, and Condiments
- ◆ Bulk Cereal Bar
- ◆ Panini Press
- ◆ Belgian Waffles with Toppings Bar
- ◆ Microwave
- ◆ Hot Black Beans
- ◆ M-Y-O Blended Smoothies from Scratch:
 - ◆ Daily Seasonal Whole Fruit (minimum of Three (3) daily): i.e., Pomegranate, Apples, Oranges, Bananas, Pears, Grapes, Watermelon, Pineapple)

- ♦ Daily Seasonal Cut Fruit (Minimum of Three (3) daily): Grapefruit, Cantaloupe, Pineapple, Watermelon, Citrus Sections
- ♦ Stone Fruit (Cherries, Peaches, Plums, Mango)
- ♦ Yogurt (two (2) Varieties, Non-fat and Regular)
- ♦ Avocados
- ♦ Chia Seeds
- ♦ Protein Powders
- ◆ B-Y-O Milkshakes:
 - ♦ Scoop Ice Cream (minimum six (6) flavors)

7:00 a.m. – 10:00 a.m.

Comfort/Traditional Foods

- ◆ Cage-free Eggs (No Boxed Egg Product) - Any Style with a Variety of Vegetables, Cheeses, and Meats
- ◆ Hash Browns
- ◆ Tater Tots
- ◆ Grits (available in three (3) grinds i.e., fine, medium, and coarse)
- ◆ Bacon & Sausages
- ◆ Turkey Bacon
- ◆ Hot Oatmeal
- ◆ Made-to-Order
 - ♦ Pancakes (plain, chocolate chip, etc.)
 - ♦ French Toast
 - ♦ Omelets
- ◆ Breakfast Sandwich Selection
 - ♦ Egg, Bacon, and Cheese
 - ♦ Egg, Sausage, and Cheese
 - ♦ Sausage and Cheese
 - ♦ Impossible Sausage & Vegan Cheese
- ◆ Vegetarian and Vegan Options

Bagel Platform

- ◆ Four (4) Varieties of Einstein Bros Bagels– One (1) Whole Grain – One (1) Gluten Free)
- ◆ Cream Cheese (two (2) Varieties): Plain and Flavored (e.g., Salmon, Strawberry, etc.)
- ◆ Powdered Sugar,
- ◆ Whipped Butter & Margarine - Soft, non-hydrogenated
- ◆ Jelly and Preserves (two (2) varieties each)
- ◆ Cheese Spread
- ◆ Honey
- ◆ Raw Agave
- ◆ Toasters

Beverages

- ◆ Maintain Current Selection of Beverages

10:00 a.m. – 8:00 p.m.

Soups

- ◆ Two (2) Homemade Soups Daily (One (1) Must be Vegetarian One, (1) Gluten-free)
- ◆ Variety of Cream and Broth Based Soups must be Rotated Between Lunch and Dinner

Grill Menu (Cooked-to-Order)

- ◆ Cooked-to-Order 1/3lb, 1/2lb, or 2/3lb All Beef Burgers “Totally Customizable” (i.e. fried egg, onion rings, sliced avocado, bacon & cheese, sautéed onions & mushrooms, pickles, sesame seed bun, gluten free bun)
- ◆ Grilled Cheese
- ◆ Vegetarian Burgers Daily
- ◆ Beyond/Impossible Burger on Gluten Free Bun
- ◆ Chicken Breast (Grilled & Fried)
- ◆ Chicken Tenders
- ◆ Chicken Nuggets Daily (Variety of Two (2) Daily)
- ◆ Plant-Based Protein (i.e.: Beyond Burgers, Chicken, etc.)
- ◆ Board Walk Fries
- ◆ Tater Tots

Salad Bar

- ◆ Two (2) Garden Greens Bowl - Iceberg Lettuce Shall Not be the Dominant Lettuce Variety.
- ◆ One (1) Specialty Green Salad from Caesar, Greek, Spinach, California Greens
- ◆ Six (6) or More Marinated Vegetable or Fruit Salads
- ◆ Hummus
- ◆ One (1) or More Starch Salads from Varieties of Potato, Rice, Pasta
- ◆ Cheddar, Swiss, Mozzarella, Cottage Cheese, Feta, Bleu Cheese
- ◆ Cubed Ham and Chicken
- ◆ Cottage Cheese
- ◆ Two or more yogurts
- ◆ Fresh Strawberries, blueberries, cantaloupe, honey dew, sliced oranges
- ◆ Two (2) or More Protein Toppings from Chickpeas, Lentils, Beans, Cage-free Egg
- ◆ Daily Vegetable Toppings – Carrots, Tomatoes, Celery, Cucumber, Broccoli, Mushrooms. Red/Green Peppers, Red/Green Onion, Radishes, Red Cabbage
- ◆ Rotation of Two (2) or More Vegetable Toppings, e.g.: Pickled Beets, Dill Pickles, Sweet Pickled Onions, Olives,
- ◆ Other Toppings Including Croutons, Bacon Bits, Parmesan Cheese, Pepper Mill, Sunflower Seeds, Raisins, Craisins
- ◆ Vegan Alternative Cheese
- ◆ Plant-Based Proteins
- ◆ Daily Rotation from: Pretzels, Nacho Chips, Chow Mein Noodles, Granola
- ◆ Dressings: Ranch (Light), Caesar (Light), Italian (Light), French (Light), Balsamic, Creamy Italian, Catalina French, Sun Dried Tomato Pesto, Creamy Garlic, Greek, Honey Dijon, Mandarin Orange and Kiwi, Grapefruit Ginger Splash, Oriental, Blue Cheese, etc.

Allergen-free Station (rotating on cycle menu)

- ◆ Daily Low-Carb Options minimum of two (2). If oil is used in cooking/preparation, coconut oil, olive oil, macadamia oil, avocado oil or butter must be used.
- ◆ Wellness Focused Options
- ◆ Gluten-free Options
- ◆ Nut-free Options

- ◆ Rotating Plant-Based Vegan Options
- ◆ One (1) Hot Vegetarian Entree Daily
- ◆ One (1) Hot Vegan Entree Daily
- ◆ Vegan Alternative Cheese
- ◆ Plant-based Meats (Burgers, Chicken Wings, etc.)
- ◆ Vegetarian Salads
- ◆ Vegetarian Pastas
- ◆ One Vegan Protein Option Daily
- ◆ Baked Potatoes and Sweet Potatoes
- ◆ Tofu
- ◆ Hummus

Global Kitchen - Daily Rotation of Authentic Cultural Offerings (To include, but not limited to Latino, Caribbean, Dominican, European, Chinese, Thai, Greek, Japanese, Vietnamese, Indian, etc.) *

- ◆ Variety of Chicken Options (Jerk, Curry, Orange, Mushroom, Kung Pao, Sweet & Sour, Thai Cashew, etc.)
- ◆ Cuban Pork
- ◆ Fish Tacos
- ◆ Fried Plantains
- ◆ Variety of Beef Options (Broccoli & Beef, Mongolian Beef)
- ◆ Tofu Options
- ◆ Fried Rice
- ◆ Jollof Rice
- ◆ Iyan (Pounded Yam)
- ◆ Àmàlà (Yam Flour/Cassava Flour/Plantain Flour)
- ◆ Ogbono Soup (African Mango Seed Soup)
- ◆ Puff-Puff (Fried Sweet Dough Ball)
- ◆ Àkàrà (Fried Bean Cake)
- ◆ Pepper Soup
- ◆ Suya (Spicy Grilled Kebab)
- ◆ Asaro (Yam Porridge)
- ◆ Egusi (Melon Seed Soup)
- ◆ Eḡbà (Cassava Meal)
- ◆ Chin Chin (Fried Snack)
- ◆ Boli (Roasted Plantain)
- ◆ Beans and Dodo (Fried Plantain)
- ◆ Obe Ila Alasepo (Mixed Okra Soup)
- ◆ Moin Moin/Okpo Oka (Bean/Corn Pudding)
- ◆ Chow Mein
- ◆ Cream Cheese Rangoon
- ◆ Chicken Pot stickers
- ◆ Kabobs
- ◆ Gyros
- ◆ Crepes

Hot Entrees (Rotating & Consistent Selection)

Rotating:

- ◆ Includes: Two (2) Entrees, one (1) traditional entrée, two (2) Vegetables (one (1) Must be Fresh and Not Canned or Frozen), two (2) Starches

Consistent:

- ◆ One (1) fresh seafood selection (e.g., Crawfish, Shrimp, Salmon, Mussels, Cod, etc.)

Sushi

- ◆ Alaska Roll
- ◆ Avocado Roll
- ◆ Spicy California Roll
- ◆ Vegetable California Roll
- ◆ California Roll
- ◆ Dynamite Roll
- ◆ Green Dragon Roll
- ◆ Rainbow Roll
- ◆ Salmon Roll

Pizza/Mac & Cheese/Chicken Wings

- ◆ Cheese Pizza, Daily
- ◆ Pepperoni Pizza, Daily
- ◆ Gluten Free Pasta, Daily
- ◆ Vegetable Pizza - One (1) Daily, Rotating
- ◆ Breakfast & Dessert Pizza, Daily
- ◆ Gluten Free Pizza, Cooked to Order
- ◆ Mac N' Cheese, Daily
- ◆ Mac N' Cheese (Gluten & Dairy Free)
- ◆ Chicken Wings (Buffalo, Teriyaki, BBQ, etc.), Daily
- ◆ Mozzarella Sticks, Daily

Deli/Hot Subs Menu

- ◆ Whole Grain Breads, House-Baked Rolls, and Variety Healthy Focused Breads
- ◆ Sliced Meats: Turkey, Ham, Roast Beef, Chicken, Salami, Bologna, etc.
- ◆ Cheese Slices: Mozzarella, Cheddar, Swiss
- ◆ Tuna, Chicken, and Egg Salad, and Other Salad Mixes on Rotation
- ◆ Vegetable Toppings: Tomato, Lettuce, Sprouts, Cucumber, Pickles, Red Onions, Olives, Sliced Green Peppers, Hot Peppers
- ◆ Condiments: Mayonnaise, Mustards, Horseradish, Hot Sauce, etc.
- ◆ Hot Sub Sandwiches:
 - ◆ Philly Cheese Steak
 - ◆ Chicken Parmesan
 - ◆ Meatball
 - ◆ Buffalo Chicken
 - ◆ Veggie Melt

Custom-Mex Build-Your-Own Bowl/Burrito/Taco Concept

- ◆ Brown Rice

- ◆ White Rice
- ◆ Romaine Lettuce
- ◆ Four (4) Meats (Steak, Chicken, Pork, Carnitas, etc.)
- ◆ Vegan or Plant-Based Protein (similar to Sofritas/Beyond Burger Crumbles)
- ◆ White Cheddar Cheese
- ◆ Guacamole
- ◆ Four (4) Varieties of Salsa (Hot, Mild, Chunky, Corn, etc.)
- ◆ Two (2) Varieties of Beans (Black, Pinto, etc.)
- ◆ Fajita Mix (Grilled Onions and Peppers)
- ◆ Queso
- ◆ Sour Cream
- ◆ Lime Salted Chips Made from Scratch Served in Branded Brown Paper Bags

Desserts (Include labeled Allergen-free options alongside the regular offering)

- ◆ Cakes, Brownies, Bars, Squares (three (3) varieties)
- ◆ Cookies (two (2) varieties)
- ◆ Frozen Yogurt Option
- ◆ Pudding (one (1) type)
- ◆ Crisps (one (1) variety)
- ◆ Jell-O
- ◆ Two (2) Feature Daily Desserts (Lunch and Dinner per Menu)
- ◆ Self-serve Scoop Hard Ice-Cream

Specialty Meals Available from 11:00 a.m. – 2:00 p.m. Monday and Friday (to be an addition, not in replace of the minimum menu profile)

- ◆ Cajun Baked Chicken
- ◆ Fried Chicken
- ◆ White Rice
- ◆ Buttered Corn on the Cob
- ◆ Southern Fried Cabbage
- ◆ Cornbread
- ◆ Grilled Kielbasa
- ◆ Red beans & Rice
- ◆ Crispy Pollock
- ◆ Season Baked Tilapia
- ◆ Baked Macaroni and Cheese
- ◆ White Rice
- ◆ Crispy Okra
- ◆ Spiced Collard Greens
- ◆ White Beans

Baton Rouge Campus – Dunn Dining Hall

Description of Facilities and Concepts – Dunn will be operating from Monday – Sunday from 7:00 a.m. – 11:00 p.m. as an Anytime Dining unlimited access venue featuring self-service food stations with unrestricted take-out.

Designate and program for Dunn Dining Hall: This location is to be the primary foodservice location on campus for on campus students.

Services Style – Anytime Dining service continuously Monday – Sunday 7:00 a.m. – 11:00 p.m. The Contractor is also expected to infuse cook-to-order items into the menu wherever possible.

The Contractor is expected to offer the following menu items at a minimum in the dining hall at each meal period including overnight. This requirement applies to summer conferences as well. Vegetarian and vegan entrees which are healthy, protein rich, and wellness oriented are offered at breakfast, lunch dinner and late-night. The Contractor must offer their allergy-free and gluten-free platform at all meals including late-night.

Students, faculty, and staff may take out food.

Menu Profile

Dunn Dining Hall: Minimum Menu Profile - The Contractor is expected to offer the following menu items at a minimum in Dunn Dining Hall. **All food items listed in the menu profiles are to be offered continuously throughout all dayparts on a daily basis. No foods or stations are to be closed or “throttled” down in-between meal periods.**

D-I-Y U-Cook Station (Mon-Sun: 7a-8p)

This will be a do-it-yourself self-serve kitchen within the building whereby students can prepare their own meals and offer a variety of hot and cold food items. This station will be fully stocked with ingredients and seasonings, similar to what would be available in the kitchen of the student's own homes. As a minimum, this area should feature the following menu items:

- ◆ Breads, Bagels, and Condiments
- ◆ Bulk Cereal Bar
- ◆ Panini Press
- ◆ Belgian Waffles with Toppings Bar
- ◆ Microwave
- ◆ Hot Black Beans
- ◆ M-Y-O Blended Smoothies from Scratch:
 - ◆ Daily Seasonal Whole Fruit (minimum of Three (3) daily): i.e., Pomegranate, Apples, Oranges, Bananas, Pears, Grapes, Watermelon, Pineapple)
 - ◆ Daily Seasonal Cut Fruit (Minimum of Three (3) daily): Grapefruit, Cantaloupe, Pineapple, Watermelon, Citrus Sections
 - ◆ Stone Fruit (Cherries, Peaches, Plums, Mango)
 - ◆ Yogurt (two (2) Varieties, Non-fat and Regular)
 - ◆ Avocados
 - ◆ Chia Seeds
 - ◆ Protein Powders
- ◆ B-Y-O Milkshakes:

- ♦ Scoop Ice Cream (minimum six (6) flavors)

7:00 a.m. – 10:00 a.m.

Comfort/Traditional Foods

- ◆ Cage-free Eggs (No Boxed Egg Product) - Any Style with a Variety of Vegetables, Cheeses, and Meats
- ◆ Hash Browns
- ◆ Tater Tots
- ◆ Grits (available in three (3) grinds i.e., fine, medium, and coarse)
- ◆ Bacon & Sausages
- ◆ Turkey Bacon
- ◆ Hot Oatmeal
- ◆ Made-to-Order
 - ♦ Pancakes (plain, chocolate chip, etc.)
 - ♦ French Toast
- ◆ Breakfast Sandwich Selection
 - ♦ Egg, Bacon, and Cheese
 - ♦ Egg, Sausage, and Cheese
 - ♦ Sausage and Cheese
 - ♦ Impossible Sausage & Vegan Cheese
- ◆ Vegetarian and Vegan Options

Bagel Platform

- ◆ Four (4) Varieties of Einstein Bros Bagels– One (1) Whole Grain – One (1) Gluten Free)
- ◆ Cream Cheese (two (2) Varieties): Plain and Flavored (e.g., Salmon, Strawberry, etc.)
- ◆ Powdered Sugar,
- ◆ Whipped Butter & Margarine - Soft, non-hydrogenated
- ◆ Jelly and Preserves (two (2) varieties each)
- ◆ Cheese Spread
- ◆ Honey
- ◆ Raw Agave
- ◆ Toasters

Beverages

- ◆ Maintain Current Selection of Beverages

Starbucks Platform

- ◆ Hot Coffee
- ◆ Iced Coffee
- ◆ Specialty Drink
- ◆ Espresso Drinks

10:00 a.m. – 11:00 p.m.

Soups

- ◆ Two (2) Homemade Soups Daily (One (1) Must be Vegetarian One, (1) Gluten-free)
- ◆ Variety of Cream and Broth Based Soups must be Rotated Between Lunch and Dinner

Grill Menu (Cooked-to-Order)

- ◆ Cooked-to-Order 1/3lb, 1/2lb, or 2/3lb All Beef Burgers “Totally Customizable” (i.e. fried egg, onion rings, sliced avocado, bacon & cheese, sautéed onions & mushrooms, pickles, sesame seed bun, gluten free bun)
- ◆ Grilled Cheese
- ◆ Vegetarian Burgers Daily
- ◆ Beyond/Impossible Burger on Gluten Free Bun
- ◆ Chicken Breast (Grilled & Fried)
- ◆ Chicken Tenders
- ◆ Chicken Nuggets Daily (Variety of Two (2) Daily)
- ◆ Plant-Based Protein (i.e.: Beyond Burgers, Chicken, etc.)
- ◆ Board Walk Fries
- ◆ Tater Tots

Salad Bar

- ◆ Two (2) Garden Greens Bowl - Iceberg Lettuce Shall Not be the Dominant Lettuce Variety.
- ◆ One (1) Specialty Green Salad from Caesar, Greek, Spinach, California Greens
- ◆ Six (6) or More Marinated Vegetable or Fruit Salads
- ◆ Hummus
- ◆ One (1) or More Starch Salads from Varieties of Potato, Rice, Pasta
- ◆ Cheddar, Swiss, Mozzarella, Cottage Cheese, Feta, Bleu Cheese
- ◆ Cubed Ham and Chicken
- ◆ Cottage Cheese
- ◆ Two or more yogurts
- ◆ Fresh Strawberries, blueberries, cantaloupe, honey dew, sliced oranges
- ◆ Two (2) or More Protein Toppings from Chickpeas, Lentils, Beans, Cage-free Egg
- ◆ Daily Vegetable Toppings – Carrots, Tomatoes, Celery, Cucumber, Broccoli, Mushrooms. Red/Green Peppers, Red/Green Onion, Radishes, Red Cabbage
- ◆ Rotation of Two (2) or More Vegetable Toppings, e.g.: Pickled Beets, Dill Pickles, Sweet Pickled Onions, Olives,
- ◆ Other Toppings Including Croutons, Bacon Bits, Parmesan Cheese, Pepper Mill, Sunflower Seeds, Raisins, Craisins
- ◆ Vegan Alternative Cheese
- ◆ Plant-Based Proteins
- ◆ Daily Rotation from: Pretzels, Nacho Chips, Chow Mein Noodles, Granola
- ◆ Dressings: Ranch (Light), Caesar (Light), Italian (Light), French (Light), Balsamic, Creamy Italian, Catalina French, Sun Dried Tomato Pesto, Creamy Garlic, Greek, Honey Dijon, Mandarin Orange and Kiwi, Grapefruit Ginger Splash, Oriental, Blue Cheese, etc.

Allergen-free Station (rotating on cycle menu)

- ◆ Daily Low-Carb Options minimum of two (2). If oil is used in cooking/preparation, coconut oil, olive oil, macadamia oil, avocado oil or butter must be used.
- ◆ Wellness Focused Options

- ◆ Gluten-free Options
- ◆ Nut-free Options
- ◆ Rotating Plant-Based Vegan Options
- ◆ One (1) Hot Vegetarian Entree Daily
- ◆ One (1) Hot Vegan Entree Daily
- ◆ Vegan Alternative Cheese
- ◆ Plant-based Meats (Burgers, Chicken Wings, etc.)
- ◆ Vegetarian Salads
- ◆ Vegetarian Pastas
- ◆ One Vegan Protein Option Daily
- ◆ Baked Potatoes and Sweet Potatoes
- ◆ Tofu
- ◆ Hummus

Global Kitchen - Daily Rotation of Authentic Cultural Offerings (To include, but not limited to Latino, Caribbean, Dominican, European, Chinese, Thai, Greek, Japanese, Vietnamese, Indian, etc.) *

- ◆ Variety of Chicken Options (Jerk, Curry, Orange, Mushroom, Kung Pao, Sweet & Sour, Thai Cashew, etc.)
- ◆ Cuban Pork
- ◆ Fish Tacos
- ◆ Fried Plantains
- ◆ Variety of Beef Options (Broccoli & Beef, Mongolian Beef)
- ◆ Tofu Options
- ◆ Fried Rice
- ◆ Jollof Rice
- ◆ Iyan (Pounded Yam)
- ◆ Àmàlà (Yam Flour/Cassava Flour/Plantain Flour)
- ◆ Ogbono Soup (African Mango Seed Soup)
- ◆ Puff-Puff (Fried Sweet Dough Ball)
- ◆ Àkàrà (Fried Bean Cake)
- ◆ Pepper Soup
- ◆ Suya (Spicy Grilled Kebab)
- ◆ Asaro (Yam Porridge)
- ◆ Egusi (Melon Seed Soup)
- ◆ Èbà (Cassava Meal)
- ◆ Chin Chin (Fried Snack)
- ◆ Boli (Roasted Plantain)
- ◆ Beans and Dodo (Fried Plantain)
- ◆ Obe Ila Alasepo (Mixed Okra Soup)
- ◆ Moin Moin/Okpo Oka (Bean/Corn Pudding)
- ◆ Chow Mein
- ◆ Cream Cheese Rangoon
- ◆ Chicken Pot stickers
- ◆ Kabobs
- ◆ Gyros
- ◆ Crepes

Hot Entrees (Rotating & Consistent Selection)

Rotating:

- ◆ Includes: Two (2) Entrees, one (1) traditional entrée, two (2) Vegetables (one (1) Must be Fresh and Not Canned or Frozen), two (2) Starches

Consistent:

- ◆ One (1) fresh seafood selection (e.g., Crawfish, Shrimp, Salmon, Mussels, Cod, etc.)

Sushi

- ◆ Alaska Roll
- ◆ Avocado Roll
- ◆ Spicey California Roll
- ◆ Vegetable California Roll
- ◆ California Roll
- ◆ Dynamite Roll
- ◆ Green Dragon Roll
- ◆ Rainbow Roll
- ◆ Salmon Roll

Pizza/Mac & Cheese/Chicken Wings

- ◆ Cheese Pizza, Daily
- ◆ Pepperoni Pizza, Daily
- ◆ Gluten Free Pasta, Daily
- ◆ Vegetable Pizza - One (1) Daily, Rotating
- ◆ Breakfast & Dessert Pizza, Daily
- ◆ Gluten Free Pizza, Cooked to Order
- ◆ Mac N' Cheese, Daily
- ◆ Mac N' Cheese (Gluten & Dairy Free)
- ◆ Chicken Wings (Buffalo, Teriyaki, BBQ, etc.), Daily
- ◆ Mozzarella Sticks, Daily

Deli/Hot Subs Menu

- ◆ Whole Grain Breads, House-Baked Rolls, and Variety Healthy Focused Breads
- ◆ Sliced Meats: Turkey, Ham, Roast Beef, Chicken, Salami, Bologna, etc.
- ◆ Cheese Slices: Mozzarella, Cheddar, Swiss
- ◆ Tuna, Chicken, and Egg Salad, and Other Salad Mixes on Rotation
- ◆ Vegetable Toppings: Tomato, Lettuce, Sprouts, Cucumber, Pickles, Red Onions, Olives, Sliced Green Peppers, Hot Peppers
- ◆ Condiments: Mayonnaise, Mustards, Horseradish, Hot Sauce, etc.
- ◆ Hot Sub Sandwiches:
 - ◆ Philly Cheese Steak
 - ◆ Chicken Parmesan
 - ◆ Meatball
 - ◆ Buffalo Chicken
 - ◆ Veggie Melt

Custom-Mex Build-Your-Own Bowl/Burrito/Taco Concept

- ◆ Brown Rice

- ◆ White Rice
- ◆ Romaine Lettuce
- ◆ Four (4) Meats (Steak, Chicken, Pork, Carnitas, etc.)
- ◆ Vegan or Plant-Based Protein (similar to Sofritas/Beyond Burger Crumbles)
- ◆ White Cheddar Cheese
- ◆ Guacamole
- ◆ Four (4) Varieties of Salsa (Hot, Mild, Chunky, Corn, etc.)
- ◆ Two (2) Varieties of Beans (Black, Pinto, etc.)
- ◆ Fajita Mix (Grilled Onions and Peppers)
- ◆ Queso
- ◆ Sour Cream
- ◆ Lime Salted Chips Made from Scratch Served in Branded Brown Paper Bags

Desserts (Include labeled Allergen-free options alongside the regular offering)

- ◆ Cakes, Brownies, Bars, Squares (three (3) varieties)
- ◆ Cookies (two (2) varieties)
- ◆ Frozen Yogurt Option
- ◆ Pudding (one (1) type)
- ◆ Crisps (one (1) variety)
- ◆ Jell-O
- ◆ Two (2) Feature Daily Desserts (Lunch and Dinner per Menu)
- ◆ Self-serve Scoop Hard Ice-Cream

10:00 a.m. – 4:00 p.m. Saturday & Sunday

Weekend Brunch to be served in ADDITION to the daily menu items in the server y:

- ◆ Buttermilk Fried Chicken
- ◆ Biscuits (Scratch-Made)
- ◆ Croissants (Scratch-Made)
- ◆ Gravy
- ◆ Grits (Cheesy & Non-Cheesy)
- ◆ Sausage-Stuffed Honey Buns
- ◆ Variety of Casseroles:
 - ◆ Hashbrown Casserole
 - ◆ Cajun Catfish Casserole
 - ◆ Eggs Benedict Casserole
 - ◆ Shrimp & Grits Casserole
 - ◆ Waffle Casserole
 - ◆ Sausage Gravy Casserole with Cheddar-Cornmeal Biscuits
- ◆ Country Ham Hash
- ◆ Spicy Biscuit Sausage Balls
- ◆ Two (2) Selection of Waffles:
 - ◆ Belgian Waffle
 - ◆ Cornbread Waffle
- ◆ Baked Oatmeal with variety of fruits and nuts (e.g., apple, cranberries, and pecans)
- ◆ Crustless Ham and Collard Greens Quiche
- ◆ Cheesy Ham, Corn, and Grits Bake
- ◆ Tator-Tot Breakfast Bake

- ◆ French Toast (With Variety of Toppings)
- ◆ Pancakes (Chocolate Chip, Blueberry, Banana, Strawberry, etc.)
- ◆ Brunch Beignets
- ◆ Banana Bread
- ◆ Cinnamon Rolls
- ◆ Sweet Tea
- ◆ Sparkling Punch
- ◆ Orange Juice

Specialty Meals Available from 11:00 a.m. – 2:00 p.m. Monday and Friday (to be an addition, not in replace of the minimum menu profile)

- ◆ Cajun Baked Chicken
- ◆ Fried Chicken
- ◆ White Rice
- ◆ Buttered Corn on the Cob
- ◆ Southern Fried Cabbage
- ◆ Cornbread
- ◆ Grilled Kielbasa
- ◆ Crispy Pollock
- ◆ Season Baked Tilapia
- ◆ Baked Macaroni and Cheese
- ◆ White Rice
- ◆ Crispy Okra
- ◆ Spiced Collard Greens
- ◆ White Beans

New Orleans Campus Knight Dining Hall

Description of Facilities and Concepts – This will be an Anytime Dining unlimited access venue featuring self-service food stations with unrestricted take-out.

Designate and program for The Knight Dining Hall to be the primary foodservice location on campus for the remainder of the contract.

Services Style – Anytime Dining service continuously Monday-Sunday 7:00 a.m. – 10:00 p.m. The Contractor is also expected to infuse cook-to-order items into the menu wherever possible.

The Contractor is expected to offer the following menu items at a minimum in the dining hall at each meal period including late-night. This requirement applies to summer conferences as well. Vegetarian and vegan entrees which are healthy, protein rich, and wellness oriented are offered at breakfast, lunch dinner and late-night. The Contractor must offer their allergy-free and gluten-free platform at all meals including late-night.

Students, faculty, and staff may take out food.

Menu Profile

The Knight Dining Hall Minimum Menu Profile - The Contractor is expected to offer the following menu items at a minimum in The Knight Student Engagement Commons. **All food items listed**

in the menu profiles are to be offered continuously throughout all dayparts on a daily basis. No foods or stations are to be closed or “throttled” down in-between meal periods.

D-I-Y U-Cook Station

This will be a do-it-yourself self-serve kitchen within the building whereby students can prepare their own meals and offer a variety of hot and cold food items. This station will be fully stocked with ingredients and seasonings, similar to what would be available in the kitchen of the student's own homes. As a minimum, this area should feature the following menu items:

- ◆ Breads, Bagels, and Condiments
- ◆ Bulk Cereal Bar
- ◆ Panini Press
- ◆ Belgian Waffles with Toppings Bar
- ◆ Microwave
- ◆ Hot Black Beans
- ◆ M-Y-O Blended Smoothies from Scratch:
 - ◆ Daily Seasonal Whole Fruit (minimum of Three (3) daily): i.e., Pomegranate, Apples, Oranges, Bananas, Pears, Grapes, Watermelon, Pineapple)
 - ◆ Daily Seasonal Cut Fruit (Minimum of Three (3) daily): Grapefruit, Cantaloupe, Pineapple, Watermelon, Citrus Sections
 - ◆ Stone Fruit (Cherries, Peaches, Plums, Mango)
 - ◆ Yogurt (two (2) Varieties, Non-fat and Regular)
 - ◆ Avocados
 - ◆ Chia Seeds
 - ◆ Protein Powders
- ◆ B-Y-O Milkshakes:
 - ◆ Scoop Ice Cream (minimum six (6) flavors)

7:00 a.m. – 10:00 a.m.

Comfort/Traditional Foods

- ◆ Cage-free Eggs (No Boxed Egg Product) - Any Style with a Variety of Vegetables, Cheeses, and Meats
- ◆ Hash Browns
- ◆ Tater Tots
- ◆ Grits (available in three (3) grinds i.e., fine, medium, and coarse)
- ◆ Bacon & Sausages
- ◆ Turkey Bacon
- ◆ Hot Oatmeal
- ◆ Made-to-Order
 - ◆ Pancakes (plain, chocolate chip, etc.)
 - ◆ French Toast
- ◆ Breakfast Sandwich Selection
 - ◆ Egg, Bacon, and Cheese
 - ◆ Egg, Sausage, and Cheese
 - ◆ Sausage and Cheese
 - ◆ Impossible Sausage & Vegan Cheese
- ◆ Vegetarian and Vegan Options

Bagel Platform

- ◆ Four (4) Varieties of Einstein Bros Bagels– One (1) Whole Grain – One (1) Gluten Free)
- ◆ Cream Cheese (two (2) Varieties): Plain and Flavored (e.g., Salmon, Strawberry, etc.)
- ◆ Powdered Sugar,
- ◆ Whipped Butter & Margarine - Soft, non-hydrogenated
- ◆ Jelly and Preserves (two (2) varieties each)
- ◆ Cheese Spread
- ◆ Honey
- ◆ Raw Agave
- ◆ Toasters

Beverages

- ◆ Maintain Current Selection of Beverages

Starbucks Platform

- ◆ Hot Coffee
- ◆ Iced Coffee
- ◆ Specialty Drink
- ◆ Espresso Drinks

10:00 a.m. – 10:00 p.m.

Soups

- ◆ Two (2) Homemade Soups Daily (One (1) Must be Vegetarian One, (1) Gluten-free)
- ◆ Variety of Cream and Broth Based Soups must be Rotated Between Lunch and Dinner

Grill Menu (Cooked-to-Order)

- ◆ Cooked-to-Order 1/3lb, 1/2lb, or 2/3lb All Beef Burgers “Totally Customizable” (i.e. fried egg, onion rings, sliced avocado, bacon & cheese, sautéed onions & mushrooms, pickles, sesame seed bun, gluten free bun)
- ◆ Grilled Cheese
- ◆ Vegetarian Burgers Daily
- ◆ Beyond/Impossible Burger on Gluten Free Bun
- ◆ Chicken Breast (Grilled & Fried)
- ◆ Chicken Tenders
- ◆ Chicken Nuggets Daily (Variety of Two (2) Daily)
- ◆ Plant-Based Protein (i.e.: Beyond Burgers, Chicken, etc.)
- ◆ Board Walk Fries
- ◆ Tater Tots

Salad Bar

- ◆ Two (2) Garden Greens Bowl - Iceberg Lettuce Shall Not be the Dominant Lettuce Variety.
- ◆ One (1) Specialty Green Salad from Caesar, Greek, Spinach, California Greens
- ◆ Six (6) or More Marinated Vegetable or Fruit Salads
- ◆ Hummus
- ◆ One (1) or More Starch Salads from Varieties of Potato, Rice, Pasta
- ◆ Cheddar, Swiss, Mozzarella, Cottage Cheese, Feta, Bleu Cheese
- ◆ Cubed Ham and Chicken
- ◆ Cottage Cheese
- ◆ Two or more yogurts
- ◆ Fresh Strawberries, blueberries, cantaloupe, honey dew, sliced oranges

- ◆ Two (2) or More Protein Toppings from Chickpeas, Lentils, Beans, Cage-free Egg
- ◆ Daily Vegetable Toppings – Carrots, Tomatoes, Celery, Cucumber, Broccoli, Mushrooms. Red/Green Peppers, Red/Green Onion, Radishes, Red Cabbage
- ◆ Rotation of Two (2) or More Vegetable Toppings, e.g.: Pickled Beets, Dill Pickles, Sweet Pickled Onions, Olives,
- ◆ Other Toppings Including Croutons, Bacon Bits, Parmesan Cheese, Pepper Mill, Sunflower Seeds, Raisins, Craisins
- ◆ Vegan Alternative Cheese
- ◆ Plant-Based Proteins
- ◆ Daily Rotation from: Pretzels, Nacho Chips, Chow Mein Noodles, Granola
- ◆ Dressings: Ranch (Light), Caesar (Light), Italian (Light), French (Light), Balsamic, Creamy Italian, Catalina French, Sun Dried Tomato Pesto, Creamy Garlic, Greek, Honey Dijon, Mandarin Orange and Kiwi, Grapefruit Ginger Splash, Oriental, Blue Cheese, etc.

Allergen-free Station (rotating on cycle menu)

- ◆ Daily Low-Carb Options minimum of two (2). If oil is used in cooking/preparation, coconut oil, olive oil, macadamia oil, avocado oil or butter must be used.
- ◆ Wellness Focused Options
- ◆ Gluten-free Options
- ◆ Nut-free Options
- ◆ Rotating Plant-Based Vegan Options
- ◆ One (1) Hot Vegetarian Entree Daily
- ◆ One (1) Hot Vegan Entree Daily
- ◆ Vegan Alternative Cheese
- ◆ Plant-based Meats (Burgers, Chicken Wings, etc.)
- ◆ Vegetarian Salads
- ◆ Vegetarian Pastas
- ◆ One Vegan Protein Option Daily
- ◆ Baked Potatoes and Sweet Potatoes
- ◆ Tofu
- ◆ Hummus

Global Kitchen - Daily Rotation of Authentic Cultural Offerings (To include, but not limited to Latino, Caribbean, Dominican, European, Chinese, Thai, Greek, Japanese, Vietnamese, Indian, etc.) *

- ◆ Variety of Chicken Options (Jerk, Curry, Orange, Mushroom, Kung Pao, Sweet & Sour, Thai Cashew, etc.)
- ◆ Cuban Pork
- ◆ Fish Tacos
- ◆ Fried Plantains
- ◆ Variety of Beef Options (Broccoli & Beef, Mongolian Beef)
- ◆ Tofu Options
- ◆ Fried Rice
- ◆ Jollof Rice
- ◆ Iyan (Pounded Yam)
- ◆ Àmàlà (Yam Flour/Cassava Flour/Plantain Flour)
- ◆ Ogbono Soup (African Mango Seed Soup)
- ◆ Puff-Puff (Fried Sweet Dough Ball)
- ◆ Àkàrà (Fried Bean Cake)
- ◆ Pepper Soup

- ◆ Suya (Spicy Grilled Kebab)
- ◆ Asaro (Yam Porridge)
- ◆ Egusi (Melon Seed Soup)
- ◆ Eḡbà (Cassava Meal)
- ◆ Chin Chin (Fried Snack)
- ◆ Boli (Roasted Plantain)
- ◆ Beans and Dodo (Fried Plantain)
- ◆ Obe Ila Alasepo (Mixed Okra Soup)
- ◆ Moin Moin/Okpo Oka (Bean/Corn Pudding)
- ◆ Chow Mein
- ◆ Cream Cheese Rangoon
- ◆ Chicken Pot stickers
- ◆ Kabobs
- ◆ Gyros
- ◆ Crepes

Hot Entrees (Rotating & Consistent Selection)

Rotating:

- ◆ Includes: Two (2) Entrees, one (1) traditional entrée, two (2) Vegetables (one (1) Must be Fresh and Not Canned or Frozen), two (2) Starches

Consistent:

- ◆ One (1) fresh seafood selection (e.g., Crawfish, Shrimp, Salmon, Mussels, Cod, etc.)

Sushi

- ◆ Alaska Roll
- ◆ Avocado Roll
- ◆ Spicey California Roll
- ◆ Vegetable California Roll
- ◆ California Roll
- ◆ Dynamite Roll
- ◆ Green Dragon Roll
- ◆ Rainbow Roll
- ◆ Salmon Roll

Pizza/Mac & Cheese/Chicken Wings

- ◆ Cheese Pizza, Daily
- ◆ Pepperoni Pizza, Daily
- ◆ Gluten Free Pasta, Daily
- ◆ Vegetable Pizza - One (1) Daily, Rotating
- ◆ Breakfast & Dessert Pizza, Daily
- ◆ Gluten Free Pizza, Cooked to Order
- ◆ Mac N' Cheese, Daily
- ◆ Mac N' Cheese (Gluten & Dairy Free)
- ◆ Chicken Wings (Buffalo, Teriyaki, BBQ, etc.), Daily
- ◆ Mozzarella Sticks, Daily

Deli/Hot Subs Menu

- ◆ Whole Grain Breads, House-Baked Rolls, and Variety Healthy Focused Breads
- ◆ Sliced Meats: Turkey, Ham, Roast Beef, Chicken, Salami, Bologna, etc.

- ◆ Cheese Slices: Mozzarella, Cheddar, Swiss
- ◆ Tuna, Chicken, and Egg Salad, and Other Salad Mixes on Rotation
- ◆ Vegetable Toppings: Tomato, Lettuce, Sprouts, Cucumber, Pickles, Red Onions, Olives, Sliced Green Peppers, Hot Peppers
- ◆ Condiments: Mayonnaise, Mustards, Horseradish, Hot Sauce, etc.
- ◆ Hot Sub Sandwiches:
 - ◆ Philly Cheese Steak
 - ◆ Chicken Parmesan
 - ◆ Meatball
 - ◆ Buffalo Chicken
 - ◆ Veggie Melt

Custom-Mex Build-Your-Own Bowl/Burrito/Taco Concept

- ◆ Brown Rice
- ◆ White Rice
- ◆ Romaine Lettuce
- ◆ Four (4) Meats (Steak, Chicken, Pork, Carnitas, etc.)
- ◆ Vegan or Plant-Based Protein (similar to Sofritas/Beyond Burger Crumbles)
- ◆ White Cheddar Cheese
- ◆ Guacamole
- ◆ Four (4) Varieties of Salsa (Hot, Mild, Chunky, Corn, etc.)
- ◆ Two (2) Varieties of Beans (Black, Pinto, etc.)
- ◆ Fajita Mix (Grilled Onions and Peppers)
- ◆ Queso
- ◆ Sour Cream
- ◆ Lime Salted Chips Made from Scratch Served in Branded Brown Paper Bags

Desserts (Include labeled Allergen-free options alongside the regular offering)

- ◆ Cakes, Brownies, Bars, Squares (three (3) varieties)
- ◆ Cookies (two (2) varieties)
- ◆ Frozen Yogurt Option
- ◆ Pudding (one (1) type)
- ◆ Crisps (one (1) variety)
- ◆ Jell-O
- ◆ Two (2) Feature Daily Desserts (Lunch and Dinner per Menu)
- ◆ Self-serve Scoop Hard Ice-Cream

Specialty Meals Available from 11:00 a.m. – 2:00 p.m. Monday and Friday (to be an addition, not in replace of the minimum menu profile)

- ◆ Cajun Baked Chicken
- ◆ Fried Chicken
- ◆ White Rice
- ◆ Buttered Corn on the Cob
- ◆ Southern Fried Cabbage
- ◆ Cornbread
- ◆ Grilled Kielbasa
- ◆ Crispy Pollock
- ◆ Season Baked Tilapia

- ◆ Baked Macaroni and Cheese
- ◆ White Rice
- ◆ Crispy Okra
- ◆ Spiced Collard Greens
- ◆ White Beans

Shreveport Campus Jaguar Market Place

Description of Facilities and Concepts – This will be an unlimited access venue featuring self-service food stations with unrestricted take-out.

Designate and program for Jaguar Marketplace: to be the primary foodservice location on campus for the remainder of the contract.

Services Style – Anytime Dining service continuously Monday – Thursday 7:00 a.m. – 8:00 p.m., Friday 7:00 a.m. – 5:00 p.m., Saturday – Sunday 9:00 a.m. – 1:00 p.m. The Contractor is also expected to infuse cook-to-order items into the menu wherever possible.

The Contractor is expected to offer the following menu items at a minimum in the dining hall at each meal period including late-night. This requirement applies to summer conferences as well. Vegetarian and vegan entrees which are healthy, protein rich, and wellness oriented are offered at breakfast, lunch dinner and late-night. The Contractor must offer their allergy-free and gluten-free platform at all meals including late-night.

Students, faculty, and staff may take out food from the Jaguar Market Place. Any students with an Anytime Dining meal plan may have unrestricted take out during all hours of operation.

Menu Profile

Jaguar Market Place - The Contractor is expected to offer the following menu items at a minimum in. **All food items listed in the menu profiles are to be offered continuously throughout all dayparts on a daily basis. No foods or stations are to be closed or “throttled” down in-between meal periods.**

D-I-Y U-Cook Station

This will be a do-it-yourself self-serve kitchen within the building whereby students can prepare their own meals and offer a variety of hot and cold food items. This station will be fully stocked with ingredients and seasonings, similar to what would be available in the kitchen of the student's own homes. As a minimum, this area should feature the following menu items:

- ◆ Breads, Bagels, and Condiments
- ◆ Bulk Cereal Bar
- ◆ Panini Press
- ◆ Belgian Waffles with Toppings Bar
- ◆ Microwave
- ◆ Hot Black Beans
- ◆ M-Y-O Blended Smoothies from Scratch:
 - ◆ Daily Seasonal Whole Fruit (minimum of Three (3) daily): i.e., Pomegranate, Apples, Oranges, Bananas, Pears, Grapes, Watermelon, Pineapple)

- ♦ Daily Seasonal Cut Fruit (Minimum of Three (3) daily): Grapefruit, Cantaloupe, Pineapple, Watermelon, Citrus Sections
- ♦ Stone Fruit (Cherries, Peaches, Plums, Mango)
- ♦ Yogurt (two (2) Varieties, Non-fat and Regular)
- ♦ Avocados
- ♦ Chia Seeds
- ♦ Protein Powders
- ◆ B-Y-O Milkshakes:
 - ♦ Scoop Ice Cream (minimum six (6) flavors)

Monday – Friday 7:00 a.m. – 10:00 a.m.

Comfort/Traditional Foods

- ◆ Cage-free Eggs (No Boxed Egg Product) - Any Style with a Variety of Vegetables, Cheeses, and Meats
- ◆ Hash Browns
- ◆ Tater Tots
- ◆ Grits (available in three (3) grinds i.e., fine, medium, and coarse)
- ◆ Bacon & Sausages
- ◆ Turkey Bacon
- ◆ Hot Oatmeal
- ◆ Made-to-Order
 - ♦ Pancakes (plain, chocolate chip, etc.)
 - ♦ French Toast
- ◆ Breakfast Sandwich Selection
 - ♦ Egg, Bacon, and Cheese
 - ♦ Egg, Sausage, and Cheese
 - ♦ Sausage and Cheese
 - ♦ Impossible Sausage & Vegan Cheese
- ◆ Vegetarian and Vegan Options

Bagel Platform

- ◆ Four (4) Varieties of Einstein Bros Bagels– One (1) Whole Grain – One (1) Gluten Free)
- ◆ Cream Cheese (two (2) Varieties): Plain and Flavored (e.g., Salmon, Strawberry, etc.)
- ◆ Powdered Sugar,
- ◆ Whipped Butter & Margarine - Soft, non-hydrogenated
- ◆ Jelly and Preserves (two (2) varieties each)
- ◆ Cheese Spread
- ◆ Honey
- ◆ Raw Agave
- ◆ Toasters

Beverages

- ◆ Maintain Current Selection of Beverages

Monday – Thursday 10:00 a.m. – 8:00 p.m.

Friday 10:00 a.m. – 5:00 p.m.

Soups

- ◆ Two (2) Homemade Soups Daily (One (1) Must be Vegetarian One, (1) Gluten-free)

- ◆ Variety of Cream and Broth Based Soups must be Rotated Between Lunch and Dinner

Grill Menu (Cooked-to-Order)

- ◆ Cooked-to-Order 1/3lb, 1/2lb, or 2/3lb All Beef Burgers “Totally Customizable” (i.e. fried egg, onion rings, sliced avocado, bacon & cheese, sautéed onions & mushrooms, pickles, sesame seed bun, gluten free bun)
- ◆ Grilled Cheese
- ◆ Vegetarian Burgers Daily
- ◆ Beyond/Impossible Burger on Gluten Free Bun
- ◆ Chicken Breast (Grilled & Fried)
- ◆ Chicken Tenders
- ◆ Chicken Nuggets Daily (Variety of Two (2) Daily)
- ◆ Plant-Based Protein (i.e.: Beyond Burgers, Chicken, etc.)
- ◆ Board Walk Fries
- ◆ Tater Tots

Salad Bar

- ◆ Two (2) Garden Greens Bowl - Iceberg Lettuce Shall Not be the Dominant Lettuce Variety.
- ◆ One (1) Specialty Green Salad from Caesar, Greek, Spinach, California Greens
- ◆ Six (6) or More Marinated Vegetable or Fruit Salads
- ◆ Hummus
- ◆ One (1) or More Starch Salads from Varieties of Potato, Rice, Pasta
- ◆ Cheddar, Swiss, Mozzarella, Cottage Cheese, Feta, Bleu Cheese
- ◆ Cubed Ham and Chicken
- ◆ Cottage Cheese
- ◆ Two or more yogurts
- ◆ Fresh Strawberries, blueberries, cantaloupe, honey dew, sliced oranges
- ◆ Two (2) or More Protein Toppings from Chickpeas, Lentils, Beans, Cage-free Egg
- ◆ Daily Vegetable Toppings – Carrots, Tomatoes, Celery, Cucumber, Broccoli, Mushrooms. Red/Green Peppers, Red/Green Onion, Radishes, Red Cabbage
- ◆ Rotation of Two (2) or More Vegetable Toppings, e.g.: Pickled Beets, Dill Pickles, Sweet Pickled Onions, Olives,
- ◆ Other Toppings Including Croutons, Bacon Bits, Parmesan Cheese, Pepper Mill, Sunflower Seeds, Raisins, Craisins
- ◆ Vegan Alternative Cheese
- ◆ Plant-Based Proteins
- ◆ Daily Rotation from: Pretzels, Nacho Chips, Chow Mein Noodles, Granola
- ◆ Dressings: Ranch (Light), Caesar (Light), Italian (Light), French (Light), Balsamic, Creamy Italian, Catalina French, Sun Dried Tomato Pesto, Creamy Garlic, Greek, Honey Dijon, Mandarin Orange and Kiwi, Grapefruit Ginger Splash, Oriental, Blue Cheese, etc.

Allergen-free Station (rotating on cycle menu)

- ◆ Daily Low-Carb Options minimum of two (2). If oil is used in cooking/preparation, coconut oil, olive oil, macadamia oil, avocado oil or butter must be used.
- ◆ Wellness Focused Options
- ◆ Gluten-free Options
- ◆ Nut-free Options
- ◆ Rotating Plant-Based Vegan Options
- ◆ One (1) Hot Vegetarian Entree Daily
- ◆ One (1) Hot Vegan Entree Daily

- ◆ Vegan Alternative Cheese
- ◆ Plant-based Meats (Burgers, Chicken Wings, etc.)
- ◆ Vegetarian Salads
- ◆ Vegetarian Pastas
- ◆ One Vegan Protein Option Daily
- ◆ Baked Potatoes and Sweet Potatoes
- ◆ Tofu
- ◆ Hummus

Global Kitchen - Daily Rotation of Authentic Cultural Offerings (To include, but not limited to Latino, Caribbean, Dominican, European, Chinese, Thai, Greek, Japanese, Vietnamese, Indian, etc.) *

- ◆ Variety of Chicken Options (Jerk, Curry, Orange, Mushroom, Kung Pao, Sweet & Sour, Thai Cashew, etc.)
- ◆ Cuban Pork
- ◆ Fish Tacos
- ◆ Fried Plantains
- ◆ Variety of Beef Options (Broccoli & Beef, Mongolian Beef)
- ◆ Tofu Options
- ◆ Fried Rice
- ◆ Jollof Rice
- ◆ Iyan (Pounded Yam)
- ◆ Àmàlà (Yam Flour/Cassava Flour/Plantain Flour)
- ◆ Ogbono Soup (African Mango Seed Soup)
- ◆ Puff-Puff (Fried Sweet Dough Ball)
- ◆ Àkàrà (Fried Bean Cake)
- ◆ Pepper Soup
- ◆ Suya (Spicy Grilled Kebab)
- ◆ Asaro (Yam Porridge)
- ◆ Egusi (Melon Seed Soup)
- ◆ Eṣà (Cassava Meal)
- ◆ Chin Chin (Fried Snack)
- ◆ Boli (Roasted Plantain)
- ◆ Beans and Dodo (Fried Plantain)
- ◆ Obe Ila Alasepo (Mixed Okra Soup)
- ◆ Moin Moin/Okpo Oka (Bean/Corn Pudding)
- ◆ Chow Mein
- ◆ Cream Cheese Rangoon
- ◆ Chicken Pot stickers
- ◆ Kabobs
- ◆ Gyros
- ◆ Crepes

Hot Entrees (Rotating & Consistent Selection)

Rotating:

- ◆ Includes: Two (2) Entrees, one (1) traditional entrée, two (2) Vegetables (one (1) Must be Fresh and Not Canned or Frozen), two (2) Starches

Consistent:

- ◆ One (1) fresh seafood selection (e.g., Crawfish, Shrimp, Salmon, Mussels, Cod, etc.)

Sushi

- ◆ Alaska Roll
- ◆ Avocado Roll
- ◆ Spicy California Roll
- ◆ Vegetable California Roll
- ◆ California Roll
- ◆ Dynamite Roll
- ◆ Green Dragon Roll
- ◆ Rainbow Roll
- ◆ Salmon Roll

Pizza/Mac & Cheese/Chicken Wings

- ◆ Cheese Pizza, Daily
- ◆ Pepperoni Pizza, Daily
- ◆ Gluten Free Pasta, Daily
- ◆ Vegetable Pizza - One (1) Daily, Rotating
- ◆ Breakfast & Dessert Pizza, Daily
- ◆ Gluten Free Pizza, Cooked to Order
- ◆ Mac N' Cheese, Daily
- ◆ Mac N' Cheese (Gluten & Dairy Free)
- ◆ Chicken Wings (Buffalo, Teriyaki, BBQ, etc.), Daily
- ◆ Mozzarella Sticks, Daily

Deli/Hot Subs Menu

- ◆ Whole Grain Breads, House-Baked Rolls, and Variety Healthy Focused Breads
- ◆ Sliced Meats: Turkey, Ham, Roast Beef, Chicken, Salami, Bologna, etc.
- ◆ Cheese Slices: Mozzarella, Cheddar, Swiss
- ◆ Tuna, Chicken, and Egg Salad, and Other Salad Mixes on Rotation
- ◆ Vegetable Toppings: Tomato, Lettuce, Sprouts, Cucumber, Pickles, Red Onions, Olives, Sliced Green Peppers, Hot Peppers
- ◆ Condiments: Mayonnaise, Mustards, Horseradish, Hot Sauce, etc.
- ◆ Hot Sub Sandwiches:
 - ◆ Philly Cheese Steak
 - ◆ Chicken Parmesan
 - ◆ Meatball
 - ◆ Buffalo Chicken
 - ◆ Veggie Melt

Custom-Mex Build-Your-Own Bowl/Burrito/Taco Concept

- ◆ Brown Rice
- ◆ White Rice
- ◆ Romaine Lettuce
- ◆ Four (4) Meats (Steak, Chicken, Pork, Carnitas, etc.)
- ◆ Vegan or Plant-Based Protein (similar to Sofritas/Beyond Burger Crumbles)
- ◆ White Cheddar Cheese
- ◆ Guacamole
- ◆ Four (4) Varieties of Salsa (Hot, Mild, Chunky, Corn, etc.)
- ◆ Two (2) Varieties of Beans (Black, Pinto, etc.)
- ◆ Fajita Mix (Grilled Onions and Peppers)

- ◆ Queso
- ◆ Sour Cream
- ◆ Lime Salted Chips Made from Scratch Served in Branded Brown Paper Bags

Desserts (Include labeled Allergen-free options alongside the regular offering)

- ◆ Cakes, Brownies, Bars, Squares (three (3) varieties)
- ◆ Cookies (two (2) varieties)
- ◆ Frozen Yogurt Option
- ◆ Pudding (one (1) type)
- ◆ Crisps (one (1) variety)
- ◆ Jell-O
- ◆ Two (2) Feature Daily Desserts (Lunch and Dinner per Menu)
- ◆ Self-serve Scoop Hard Ice-Cream

Friday – Saturday 9:00 a.m. – 1:00 p.m.

Weekend Brunch to be served in ADDITION to the daily menu items in the servery:

- ◆ Buttermilk Fried Chicken
- ◆ Biscuits (Scratch-Made)
- ◆ Croissants (Scratch-Made)
- ◆ Gravy
- ◆ Grits (Cheesy & Non-Cheesy)
- ◆ Sausage-Stuffed Honey Buns
- ◆ Variety of Casseroles:
 - ◆ Hashbrown Casserole
 - ◆ Cajun Catfish Casserole
 - ◆ Eggs Benedict Casserole
 - ◆ Shrimp & Grits Casserole
 - ◆ Waffle Casserole
 - ◆ Sausage Gravy Casserole with Cheddar-Cornmeal Biscuits
- ◆ Country Ham Hash
- ◆ Spicy Biscuit Sausage Balls
- ◆ Two (2) Selection of Waffles:
 - ◆ Belgian Waffle
 - ◆ Cornbread Waffle
- ◆ Baked Oatmeal with variety of fruits and nuts (e.g., apple, cranberries, and pecans)
- ◆ Crustless Ham and Collard Greens Quiche
- ◆ Cheesy Ham, Corn, and Grits Bake
- ◆ Tator-Tot Breakfast Bake
- ◆ French Toast (With Variety of Toppings)
- ◆ Pancakes (Chocolate Chip, Blueberry, Banana, Strawberry, etc.)
- ◆ Brunch Beignets
- ◆ Banana Bread
- ◆ Cinnamon Rolls
- ◆ Sweet Tea
- ◆ Sparkling Punch
- ◆ Orange Juice

Specialty Meals Available from 11:00 a.m. – 2:00 p.m. Monday and

Friday (to be an addition, not in replace of the minimum menu profile)

- ◆ Cajun Baked Chicken
- ◆ Fried Chicken
- ◆ White Rice
- ◆ Buttered Corn on the Cob
- ◆ Southern Fried Cabbage
- ◆ Cornbread
- ◆ Grilled Kielbasa
- ◆ Crispy Pollock
- ◆ Season Baked Tilapia
- ◆ Baked Macaroni and Cheese
- ◆ White Rice
- ◆ Crispy Okra
- ◆ Spiced Collard Greens
- ◆ White Beans

ATTACHMENT 4

Proposed Minimum Menu Requirements: Retail Dining

Baton Rouge Campus

Smith Brown Memorial Union

Smith Brown Memorial Union is a food court location.

Service Style – Retail Food Court Location

Methods of Payment

- Cash
- Dining Dollars
- Debit/Credit Cards
- Apple Pay and other mobile/digital wallet services

Minimum Menu Profile for All Operating Hours

- Branded Concept 1 – Chick-fil-A
- Branded or Local Concept 2 – (TBD)
- Branded or Non-Branded Fast Casual Comfort Concept 3
 - Mac n Cheese or Garlic Mashed Potatoes
 - Meatloaf or Ribs
 - Southern Collard Greens
 - Honey Glazed Carrots
 - Cornbread Stuffing or Casserole
- Branded or Non-Branded Fast Casual Healthy Concept 4
 - Grass-fed Beef Burgers; Free-Range Chicken; Pan-Seared Fish
 - Farm Fresh Salad; Roasted Seasonal Vegetables
 - Seasonal Fruit
 - Black Bean Veggie Burger
 - Portobello Mushroom Burger
- Branded or Non-Branded Casual Other Concept 5
 - Po'Boy Sandwiches
 - Specialty Made-to-Order Burgers
 - Falafel; Wraps
 - French Fries; Onion Rings; Coleslaw
 - Fried Rice; Lo Mein; Teriyaki
 - Fajita; Tacos; Quesadilla

We Proudly Serve Starbucks

We Proudly Serve Starbucks is located in the John B. Cade Library. This location will be available throughout the term of the contract.

Service Style – Retail High Quality Coffee Concept

Methods of Payment

- Cash
- Dining Dollars
- Debit/Credit Cards
- Apple Pay and other mobile/digital wallet services

Minimum Menu Profile for All Operating Hours

- Oleato
- Hot Coffee
- Hot Tea
- Hot Drinks
- Frappuccino Blends
- Cold Coffees
- Iced Teas
- Cold Drinks
- Hot Breakfast
- Oatmeal & Yogurt
- Bakery
- Snacks & Sweets

Micro-Market (Years 1-10) - SULC and SUAREC

This will be a fully autonomous 24/7 market that will not require a cashier. Students will be able to purchase a variety of fresh/pre-packaged beverage and food options.

Service Style – Retail Autonomous Market 24/7

Methods of Payment

- Cash
- Dining Dollars
- Debit/Credit Cards
- Apple Pay and other mobile/digital wallet services

Minimum Menu Profile for All Operating Hours

- Beverages
- Bagged Salty Snacks
- Pre-Packaged Foods
- Frozen Meals
- Sandwiches
- Hot Coffee
- Candy
- Wellness Options

- Health/Beauty/Hygiene Items
- Paper Goods & Cleaning Supplies
- Desserts

New Orleans Campus

Micro-Market (Years 1-10)

This will be a fully autonomous 24/7 market that will not require a cashier. Students will be able to purchase a variety of fresh/pre-packaged beverage and food options.

Service Style – Retail Autonomous Market 24/7

Methods of Payment

- Cash
- Dining Dollars
- Debit/Credit Cards
- Apple Pay and other mobile/digital wallet services

Minimum Menu Profile for All Operating Hours

- Beverages
- Bagged Salty Snacks
- Pre-Packaged Foods
- Frozen Meals
- Sandwiches
- Hot Coffee
- Candy
- Wellness Options
- Health/Beauty/Hygiene Items
- Paper Goods & Cleaning Supplies
- Desserts
- Coffee

Shreveport Campus

Micro-Market (Years 1-10)

This will be a fully autonomous 24/7 market that will not require a cashier. Students will be able to purchase a variety of fresh/pre-packaged beverage and food options.

Service Style – Retail Autonomous Market 24/7

Methods of Payment

- Cash
- Dining Dollars
- Debit/Credit Cards

- Apple Pay and other mobile/digital wallet services

Minimum Menu Profile for All Operating Hours

- Beverages
- Bagged Salty Snacks
- Pre-Packaged Foods
- Frozen Meals
- Hot Coffee
- Candy
- Wellness Options
- Health/Beauty/Hygiene Items
- Paper Goods & Cleaning Supplies
- Desserts
- Coffee

ATTACHMENT 5

Proposed Residential Hours of Operations

Baton Rouge Campus – Academic Year				
Location	Monday – Thursday	Friday	Saturday	Sunday
Mayberry Dining Hall	7:00 a.m. – 8:00 p.m.	7:00 a.m. – 8:00 p.m.	CLOSED	CLOSED
Dunn Dining Hall	7:00 a.m. – 11:00 p.m.	7:00 a.m. – 11:00 p.m.	7:00 a.m. – 11:00 p.m.	7:00 a.m. – 11:00 p.m.

New Orleans Campus – Academic				
Location	Monday – Thursday	Friday	Saturday	Sunday
Knight Dining Hall	7:00 a.m. – 10:00 p.m.	7:00 a.m. – 10:00 p.m.	7:00 a.m. – 10:00 p.m.	7:00 a.m. – 10:00 p.m.

Shreveport Campus				
Location	Monday – Thursday	Friday	Saturday	Sunday
Jaguar Market Place	7:00 a.m. – 8:00 p.m.	7:00 a.m. – 5:00 p.m.	9:00 a.m. – 1:00 p.m.	9:00 a.m. – 1:00 p.m.

ATTACHMENT 6

Proposed Retail Hours of Operation

Baton Rouge Campus				
Facility	Monday – Thursday	Friday	Saturday	Sunday
Chick-fil-A	7:00 a.m. – 8:00 p.m.	7:00 a.m. – 8:00 p.m.	7:00 a.m. – 8:00 p.m.	CLOSED
Fast Casual Comfort Concept 1	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.
Fast Casual Comfort Concept 2	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.
Fast Casual Comfort Concept 3	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.	10:00 a.m. – 7:00 p.m.
High Quality Coffee Concept	7:00 a.m. – 9:00 p.m.	7:00 a.m. – 9:00 p.m.	7:00 a.m. – 9:00 p.m.	7:00 a.m. – 9:00 p.m.

Micro Markets for Baton Rouge campus shall be located at SULC and SUAREC and operate M-F 24/7

A Convenience Store (C Store) may be open 12 noon through 7 pm or 9 pm every day. (C store hours should not conflict greatly with Bookstore hours or Vending.)

New Orleans Campus				
Facility	Monday – Thursday	Friday	Saturday	Sunday
2 Micro Markets	24/7	24/7	24/7	24/7

Shreveport Campus				
Facility	Monday – Thursday	Friday	Saturday	Sunday
2 Micro Market (Autonomous)	24/7	24/7	24/7	24/7

ATTACHMENT 7

Board Day Calendar

Baton Rouge Campus

The Board Day Calendar for Baton Rouge Campus shall be mutually determined by the campus and Contractor prior to the beginning of each semester. The minimum number of Board days for a Calendar year will be 220. The University shall have final approval of the Board Day Calendar.

Hours of Operation Expected:

- Mayberry Dining Hall: Monday – Sunday 7:00 a.m. – 8:00 p.m.
- Dunn Student Engagement Commons OR New Facility: Mon – Sun 7:00 am – 11:00 pm
- Retail Dining Facilities – Food Court hours should be 7 am - 7 pm M-S. The Convenience Store (C Store) should open 12 noon through 7 pm or 9 pm every day. (C store hours should not conflict greatly with Bookstore hours and Vending.)
- Micro Market or Retail Concept for SULC & SUAREC – minimum hours M-F 7:00 am – 7:00 pm or 24/7

New Orleans Campus

The Board Day Calendar for New Orleans Campus shall be mutually determined by the campus and Contractor prior to the beginning of each semester. The minimum number of Board days for a Calendar year will be 220. The University shall have final approval of the Board Day Calendar.

Hours of Operation Expected:

- Knight Dining Hall – Main Dining Facility Mon – Sun 7:00 am – 10:00 pm
- Micro Markets – 24/7 to be located in Residential Area; Library; or/and University Center.

Shreveport Campus

The Board Day Calendar for Shreveport Campus shall be mutually determined by the campus and Contractor prior to the beginning of each semester. The minimum number of Board days for a Calendar year will be 220. The University shall have final approval of the Board Day Calendar.

Hours of Operation Expected:

- Knight Dining Hall – Main Dining Facility Mon – Sun 7:00 am – 10:00 pm
- Micro Markets – 24/7 to be located in Residential Area; Library; and University Center.

ATTACHMENT 8

Food & Safety Specifications

A. The following purchasing specifications shall be adhered to:

- ◆ Meats: There will be no TVP products allowed
 - Beef: U.S.D.A. choice. No plate or shank cuts shall be used. All ground meat and stew meat will be U.S.D.A. Grade A. Ground beef/beef patties shall be 100% all beef; no fillers or other meat products and fat content shall not exceed 20%. (10% preferable.)
 - Pork: U.S.D.A. Grade A. #1
 - Lamb: U.S.D.A. Grade A. #1
 - Veal: U.S.D.A. Choice
 - Poultry: U.S.D.A. Grade A
 - Seafood: U.S.D.A. Grade A
- ◆ Dairy Minimum Standards:
 - Milk: Grade A under 30,000 bacterial court per c.c.
 - Cream: 20% butterfat
 - Buttermilk: 8 1/4% milk solid (minimum)
 - Whipping Cream: Heavy 36% butterfat
 - Ice Cream: Soft Served
 - Cheese: U.S. Grade A; all natural and non-processed with the exception of American
 - Butter: U.S. Grade A 80% butterfat
 - Soy Milk: Available daily as an alternative for vegans.
- ◆ Beverages Other Than Milk
 - Coffee: Grade "1", no soluble used
 - Tea: Orange Pekoe and Pekoe
 - Fruit Juice: Fresh squeezed or 100% pure concentrate
 - Soda: Only Coca-Cola distributed products (or current university Contractor)
- ◆ Canned Fruit and Vegetables: U.S. Grade A or U.S. fancy only
- ◆ Produce: Fresh and Frozen Fruits and Vegetables: USDA #1 Quality or Fancy. Fresh and locally grown when in season. Highest grades obtainable in each commodity. Examples: Apples - U.S. Extra Fancy; Apricots - U.S. No. 1; Grapes – Fancy; Oranges - U.S. No. 1; Bananas - U.S. No. 1; Winter Pears - Extra No. 1; Brussel Sprouts - U.S. No. 1; Broccoli – Fancy; Tomatoes – Fancy No. 1.
- ◆ Condiments: U.S. Grade A
- ◆ Miscellaneous Groceries: Highest grades obtainable (Fancy and Extra Fancy)
- ◆ Fish and Seafood: Fresh and Frozen – Grade A, where grades exists
- ◆ Eggs: USDA Grade A, fresh fancy, medium size or larger
- ◆ Breads and Pastries: When possible, baked on site

B. All other food items must be of comparable or better quality

C. Any food appearing discolored, unappealing, or not in a proper state of freshness shall not be served.

D. Wherever possible, the Contractor shall consider local Contractors

Service Standards

- ◆ All foods will be attractively presented at all times. Food items at the main service stations shall be readily identifiable with attractive and individual labels.
- ◆ Hot foods are to be served hot (above 140 degrees Fahrenheit) and cold foods are to be served cold (below 40 degrees Fahrenheit).
- ◆ All food shall be garnished for attractive presentation whenever possible. Serving stations, including catering, salad bars and food display areas shall be decorated at all times with seasonal displays, flowers, etc. Food items at the main service stations shall be readily identifiable with attractive and individual labels.
- ◆ Any food appearing discolored, unappealing, or not in a proper state of freshness shall not be served. The Contractor shall adhere to the general food service industry guide: If you are not willing to purchase or consume the product yourself, it should not be displayed. University has the final say in determining this state where disputes occur.
- ◆ All serving stations and bars are to be well stocked throughout the entire posted serving times. The last customer is to be offered the same range of choice as the first. Food will remain at the board operations stations 15 minutes after the closing of service hours to allow late students to be served.
- ◆ All food products stored in any unit must be properly wrapped, labeled, and dated. All storage shall meet University's requirements and in general be in compliance with industry food safety standards.
- ◆ Display and serving areas shall be clean, sanitary, orderly and attractive at all times. Contractor's personnel shall ensure this by pre-meal inspections and frequent visits to these areas throughout the meal period with particular attention to peak dining periods.
- ◆ Any spillage or soil spots shall be removed promptly from counters, steam table pans, general serving areas, and floors. Appropriate signage is used to indicate wet floors.
- ◆ Salads, desserts and other pre-dished items shall be frequently replenished or regrouped so as not to convey a sparse or disheveled appearance.

Food Preparation Standards:

- ◆ The general policy shall be to do on premises preparation of food items, utilizing batch cooking as close to time of service as possible. Cook-to-order or progressive cooking should be the normal method of operation; staggering the preparation of food whenever possible so that nutritional value, temperature, taste, and overall quality can be maintained during serving hours. Minimization of pre-prepared food items is desirable.
- ◆ The Contractor's on-site management must have the ability to alter recipes for reduction of certain ingredients especially salt, fat, and sugar.
- ◆ Recipes standardized for quality, yield, cooking procedures, serving containers, utensils, and portion size shall be used in all production units.
- ◆ Leftover foods shall be kept to a minimum and refrigerated as necessary in shallow pans after each meal, properly covered, labeled with product name and date and used promptly. All leftovers which require refrigeration shall be stored in one location, labeled and dated.
- ◆ Leftovers cannot be frozen and shall be served as an extra selection within 24 hours. Under no circumstances should leftovers be used to replace any approved menu selection.

- ◆ Bakery items shall be made on premises including bakery items used for catering. Pre-prepared mixes and dough are permissible, but every attempt should be made to provide products that are “homemade”.
- ◆ Vegetable shortening rather than animal shortening must be used for food prepared on site. The Contractor is strongly encouraged to purchase food prepared with vegetable shortening and oil. If this is not possible, then it must be clearly labeled as containing animal fat when the food is served.
- ◆ Vegetarian and vegan menu items should not be cooked in the same fat, sauce, or other cooking medium (to include the use of grill top and deep fat fryers) as the non-vegetarian and vegan items.
- ◆ Different color-coded tongs shall be used for foods that require indication of whether they are vegan, vegetarian, gluten free, nut free, etc.
- ◆ Meats, poultry, fish and vegetables used in food preparations will be fresh. Frozen foods may be substituted only upon customer’s preference or when fresh foods are unavailable or present a safety hazard.
- ◆ Chicken, turkey, beef and pork steaks shall be solid meat. No breading or other filler will be used. Meats shall be cut to USDA specifications.
- ◆ Premium meals occasionally will be provided. Examples include hand carved prime rib, turkey, veal, lamb and ham; shrimp and lobster, and premium steaks.
- ◆ Deli Meats shall be all meats or turkey products either freshly made or Boars Head.
- ◆ Hotdogs shall be all beef. Turkey franks also may be served, but must be clearly identified as such.
- ◆ Salad Dressings, regular and low calorie, will be made available at all times.
- ◆ All managers and key supervisors will hold current certification by the NRA Serve Safe Sanitation Certification renewable every 3 years.

ATTACHMENT 9

Mandatory Response Form

To Be Completed by Respondents and Attached as Page 1 of Submitted Proposal

FINANCIAL PROPOSAL SUMMARY: Mandatory System-Wide Response (ALL campuses). Details of information below shall be found in Section 2.6.2 - Financial Proposal.

1. *Initial one-time unrestricted grant in the amount of:*

SUS/SUBR _____ *SUNO* _____ *SUSLA* _____

2. *Guaranteed annual minimum commission payment in the amount of:*

SUS/SUBR _____ *SUNO* _____ *SUSLA* _____

3. *Commission rate/percentage for the following in the amount of:*

CATEGORY		SUS/SUBR	SUNO	SUSLA
		COMMISSION PERCENTAGE		
Board Plans	%			
Food Court/Retail	%			
Internal & External Catering	%			
Summer Conferences/Programs	%			
Concessions	%			
Convenience Store	%			
Other	%			

4. *A facilities capital contribution in the amount of:*

SUS/SUBR _____ *SUNO* _____ *SUSLA* _____

5. *A scholarship donation in the amount of:*

SUS/SUBR _____ *SUNO* _____ *SUSLA* _____

6. *Proposer agrees to donate an annual amount of food, either actual food product donations or food value, in the amount of:*

SUS/SUBR _____ *SUNO* _____ *SUSLA* _____

7. *Proposed initial 2 yr daily rate charged to:*

SUS/SUBR _____ *SUNO* _____ *SUSLA* _____

8. *Describe any other economic or financial benefits or value you are proposing:*

SUS/SUBR _____ *SUNO* _____ *SUSLA* _____

ATTACHMENT 10

**ADVERTISEMENT
REQUEST FOR PROPOSAL
PROPOSAL NUMBER 50016-10333
LEASE OF SPACE-FOOD SERVICE OPERATIONS
SOUTHERN UNIVERSITY AND A&M COLLEGE SYSTEM
APRIL 30, 2025-3:00 PM**

Sealed proposals will be received by Southern University, Baton Rouge, Louisiana, in the Purchasing Office, 8100 James L. Prestage Drive, J. S. Clark Administration Building Annex, South Entrance, First Floor East. Bidders are solely responsible for ensuring timely delivery of their proposals. The Southern University Purchasing Department is not responsible for any delays caused by bidders' chosen means of delivery. Failure to meet the proposal deadline submittal date and time shall result in rejection of bid.

**PROPOSALS MAY BE MAILED, HAND-DELIVERED OR BY ELECTRONIC TO THE PURCHASING
DEPARTMENT NO LATER THAN
3:00 PM ON APRIL 30, 2025**

BIDS MAY BE SENT BY MAIL OR HAND-DELIVERED TO:

**Mailing address:
Southern University
Purchasing Department
Post Office Box 9534
James L. Prestage Drive
Baton Rouge, Louisiana 70813**

**Hand-Delivery
Southern University
Purchasing Department
James L. Prestage Drive
J. S. Clark Administration Building Annex-1st Floor
Baton Rouge, Louisiana 70813**

***Use below link to submit electronic proposal:
<http://www.sus.edu/bidcertification>
(additional copies are still required as stated in proposal)***

If delivering by U.S. Postal Service to the P.O. Box listed above, please allow sufficient time for the mail to then be transmitted to the Purchasing Department. Southern University Purchasing Department must receive the proposal at its physical location by the date and time specified in **Section 1.5 Schedule of Events**, of the RFP.

Important - - Clearly mark outside of envelope, box or package with the following information and format:

**Proposal Name: *Lease of Space for Food Service Operations*
File/Proposer Number: 50016-10333
Proposal Opening Date and Time: April 30, 2025 @ 3:00 pm**

MANDATORY Pre-Proposal Conference & Site Visits

A MANDATORY pre-proposal conference will be held at below campuses. Prospective Proposers may participate in the conference to obtain clarification of the requirements of the RFP and to receive answers to relevant questions. Any firm intending to submit a proposal should have at least one duly authorized representative attend the Pre-proposal Conference & Site Visit.

Location: Southern University-Baton Rouge (SUBR)

**James L. Prestage Drive
Purchasing Department-1st Floor East
J. S. Clark Administration Building Annex
Baton Rouge, LA 70813
Office Phone: 225-771-3804 or 225-771-4587
Date: March 24, 2025 @ 10:00 am**

Location: Southern University New Orleans (SUNO)

**Emmitt Bashful Administration Building
3rd Floor-Room 311
6400 Press Drive
New Orleans, LA 70126
Office Phone: 504-286-5020
Date: March 25, 2025 @ 10:00 am**

Location: Southern University Shreveport (SUSLA)

**Finance and Administration
3050 Martin Luther King Dr.
Shreveport, LA 71101
Office Phone: 318-670-9317
Date: March 26, 2025 @ 1:00 pm**

Participants shall be in attendance by time indicated and sign-in on sheet provided by the Purchasing Department.

Although impromptu questions will be permitted and spontaneous answers will be provided during the conference, the only official answer or position of the State will be stated in writing in response to written questions via an addendum to this RFP.

This RFP is available in electronic form at the LaPAC website:

<https://www.cfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>.

Bidders shall visit the site and be familiarized with the local conditions under which the work is to be performed. No additional compensation will be granted because of unusual difficulties, which may be encountered in the execution of any portion of the work.

Inquiries will be accepted until April 7, 2025 by 5:00 p.m. Inquiries shall be submitted to Linda Antoine at linda.antoine@sus.edu

Responses to inquiries will be posted on LaPAC-LA State Procurement website by April 17, 2025 by 5:00 pm

Any person requiring special accommodations should notify the Purchasing Office of the type(s) of accommodation required not less than seven (7) days before the bid opening date. Additional contact is Wilbert Rossett, Southern University Safety Department at wilbert.rossett@sus.edu or 225-771-3101.

Proposal Guarantee

Proposals must be made in the official name of the firm or individual under which business is conducted (showing an official business address); be signed by a person or persons authorized to legally bind the person, partnership, company or corporation submitting the proposal; and be accompanied by a refundable proposal security deposit of \$15,000 via certified or cashier's check or proposal bond written by a company licensed to do business in Louisiana made payable to Southern University and A&M College.

Performance Bond

Successful Proposer shall be required to furnish a performance (surety) bond for each campus. The amount will be determined during contract negotiations for the period the contract is in effect. The Bond should be made payable to Southern University. Any performance bond furnished shall be written by a surety or insurance company currently on the U.S. Department of the Treasury Financial Management Service list of approved bonding companies which is published annually in the *Federal Register*, or by a Louisiana domiciled insurance company with at least an A-:VI rating or higher in the latest printing of the A.M. Best's Key Rating Guide or by an insurance company that is either domiciled in Louisiana or owned by Louisiana residents and is licensed to write surety bonds.

No surety or insurance company shall write a performance bond which is in excess of the amount indicated as approved by the U.S. Department of the Treasury Financial Management Service list or by a Louisiana domiciled insurance company with an A-:VI rating by A.M. Best up to a limit of 10 percent of policyholders' surplus as shown by A.M. Best; companies authorized by this Paragraph who are not on the treasury list shall not write a performance bond when the penalty exceeds 15 percent of its capital and surplus, such capital and surplus being the amount by which the company's assets exceed its liabilities as reflected by the most recent financial statements filed by the company with the Department of Insurance.

In addition, any performance bond furnished shall be written by a surety or insurance company that is currently licensed or authorized to do business in the State of Louisiana. The bond must be received within twelve (12) working days from the date of notification.

Bids may be withdrawn by written, telegraphic fax notice or email and received at the address or email address designated in the Invitation to Bid prior to the time set for bid opening, as recorded by date stamp at the Purchasing Office. Bids received after closing time will be returned unopened. Evidence of authority to submit the bid shall be required in accordance with R.S. 38:2212(a)(1)(c) and/or R.S. 39:1594(c)(2)(d).

The Southern University System is a participant in the Louisiana for the Small Entrepreneurships Program (the Hudson Initiative) and the Louisiana Initiative for Veterans and Service-Connected Disabled Veterans-Owned Business Small Entrepreneurships. Bidders are encouraged to consider participation. A list of certified vendors and additional information can be obtained from website <http://www.ledsmallbiz.com>. Potential participants may also register at this website.

ALL PROPOSALS AND ADDENDA CAN BE OBTAINED BY ACCESSING THE LA STATE PROCUREMENT WEBSITE <https://wwwcfprd.doa.louisiana.gov/osp/lapac/pubMain.cfm>

Any questions concerning proposal documents, please contact Linda Antoine, Director of Purchasing at (225) 771-4587 or (225) 771-2804 or email to linda.antoine@sus.edu

The University reserves the right to reject all proposals and to waive any informalities incidental thereto. Proposals will be accepted from contractors listed as Food Service Management Companies or registered with LAPAC under Cafeteria Services, Food Policy Planning and Aid, or Food & Nutrition.

**SOUTHERN UNIVERSITY & A&M COLLEGE
AN EQUAL OPPORTUNITY EMPLOYER**

Linda A. Antoine, Director of Purchasing

DATES ADVERTISED:

MARCH 3, 2025, MARCH 10, 2025 & MARCH 17, 2025